

How to Allow Pop-ups

Whether you are a PC or Mac user, you will need to be able to allow pop-ups on your preferred browser in order to access various services through the SOLUS Student Center.

This document is designed to provide instructions on how to allow pop-ups for a variety of popular internet browsers.

Further information relating to other browser / operating system combinations will be added as they become available.

If you use a PC...

Internet Explorer 8

If you get the message bar "*Pop-up blocked. To see this pop-up or additional options click here*":


1. Click on this yellow message bar
2. Click '**Always allow pop-ups from this site**'
3. It will ask you, "***Would you like to allow pop-ups from *.ps.queensu.ca?***"
 - a. Click **Yes**
4. The screen will refresh to your SOLUS main page.
5. Your information will open in a new tab or window.


Firefox (PC)

If you get the message bar "*Firefox prevented this site from opening a pop-up window*":

1. Click '**Options**' on the message bar
2. Click '**Allow Pop-ups for csprd.ps.queensu.ca**'
3. Click the '**Retrieve**' button in SOLUS
4. Your information will open in a new tab or window.


Google Chrome (PC)

If this icon  (a box with a red x in the corner) appears in your address bar:

1. Click on the icon  in the address bar
2. Click on '**Always allow pop-ups from csprd.ps.queensu.ca**'
3. Click '**Done**'
4. Click the '**Retrieve**' button in SOLUS
5. Your information will open in a new tab or window.

Safari (PC)

If you click on an action command (i.e: Retrieve, Save, etc.) in Safari and nothing happens:

1. Click on the Safari Settings Icon (top right hand corner, looks like a wheel) 
2. Click '**Block Pop-up Windows**' (It should **not** have a check mark beside it)
3. Click the '**Retrieve**' button in SOLUS
4. Your information will open in a new tab or window.

Please note that Safari is not as customizable as the other browsers. It will either *allow all* or *block all* pop-ups.

If you use a Mac...


Firefox

If you get the message bar: *Firefox prevented this site from opening a pop-up window:*

1. Click **Preferences** on the message bar
2. Click **Allow Pop-ups for csprd.ps.queensu.ca**
3. Click the command button in SOLUS
4. Firefox will either:
 - a. Open a new window with your information
 - b. Open a window which asks what to do with the file. If this occurs:
 - i. Chose **Open With** (Preview) and then click **OK** to view your information

Google Chrome

If this icon  (a box with a red x in the corner) appears in your address bar:

1. Click on the icon  in the address bar
2. Click on **Always allow pop-ups from csprd.ps.queensu.ca**
3. Click **Done**
4. Click the **Retrieve** button in SOLUS
5. Your information will open in a new tab or window.

Safari

If you click on an action command (i.e: Retrieve, Save, etc.) in Safari and nothing happens:

1. Click on the **Safari** menu (at the top)
2. Click on **Block Pop-Up Windows** (It should not have a check mark beside it)
3. Click the **Retrieve** button in SOLUS
4. Your information will open in a new tab or window.

Safari is not as customizable as the other browsers. It will either *allow all* or *block all* pop-ups.