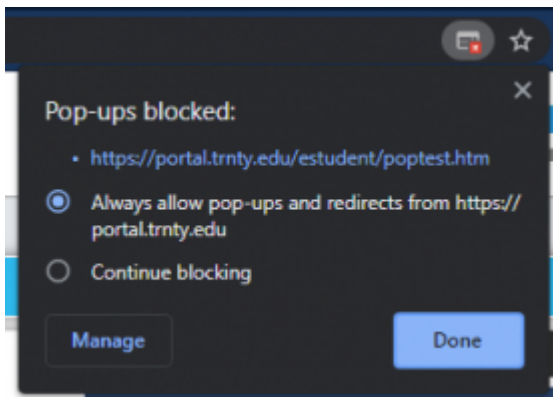# Disabling Popup Blocker for Student Portal

To access many of the tasks in the student portal, including class registration, your browser's pop-up blocker must be disabled. Student Portal will prompt to deactivate popup blocker if it is still enabled. Instructions for Chrome, Edge, Firefox, and Safari can be found below.
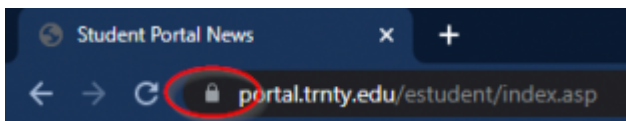
Google Chrome

1. Navigate to your student portal and log in.

2. If this is your first time accessing the site, you may receive a message that popups are disabled. You may click **OK**.

3. In the address bar, you should see an icon with a small red X on it. If this icon does not appear, skip to **step 5** below.
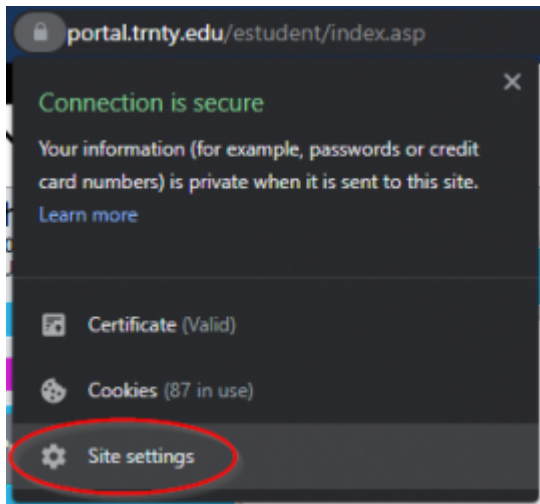

4. Click on this icon, select **Always allow pop-ups and redirects from https://portal.trnty.edu**, then click **Done**.
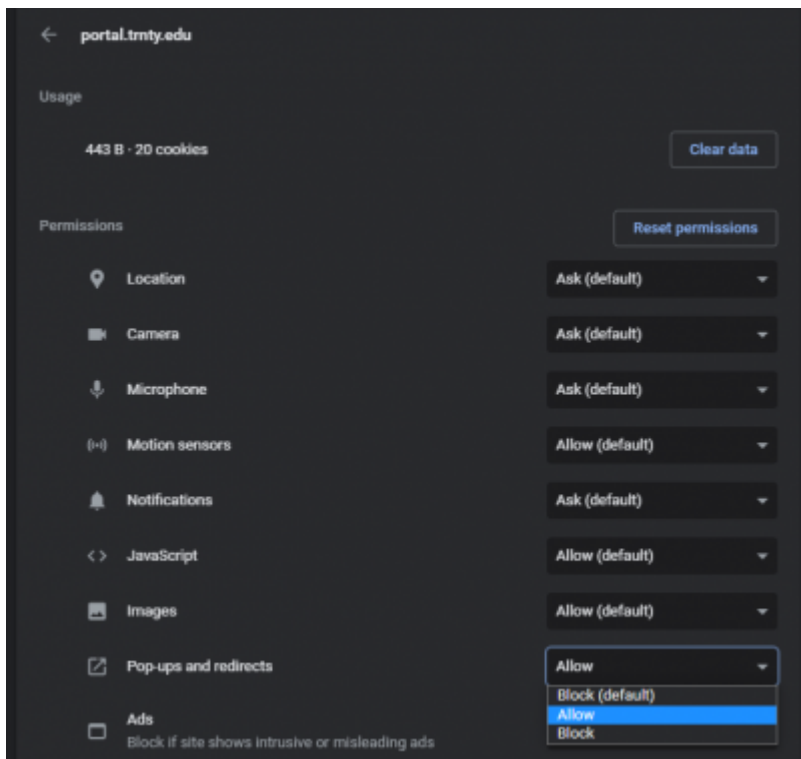

5. If the above icon does not appear, click on the Secure (lock) icon located in the address bar:

a. Click **Site settings**:

b. On the new page, find **Pop-ups and redirects** in the list and click the drop-down box to the right. Change the setting to **Allow**:
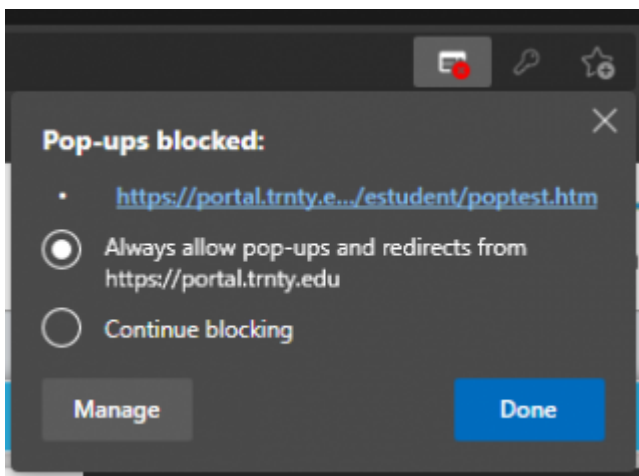

6. Close the Settings tab(s) and go back to the student portal. Reload the page.
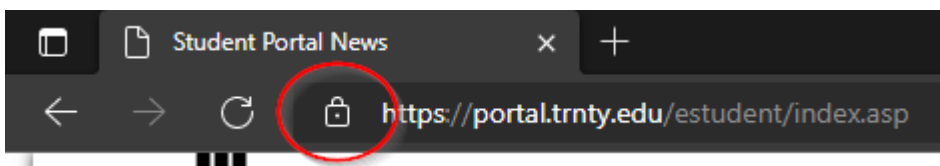
Edge

1. Navigate to the student portal and log in.

2. If this is your first time accessing the site, you may receive a message that popups are disabled. You may click **OK**.

3. In the address bar, you should see an icon with a small red X on it. If this icon does not appear, skip to **step 5** below.
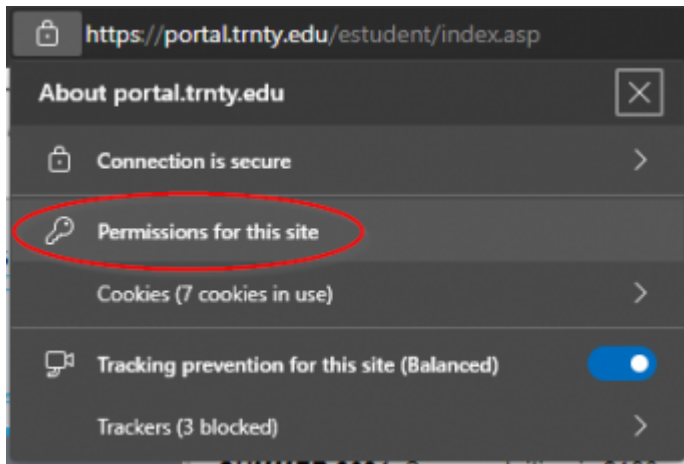

4. Click on this icon, select **Always allow pop-ups and redirects from https://portal.trnty.edu**, then click **Done**.
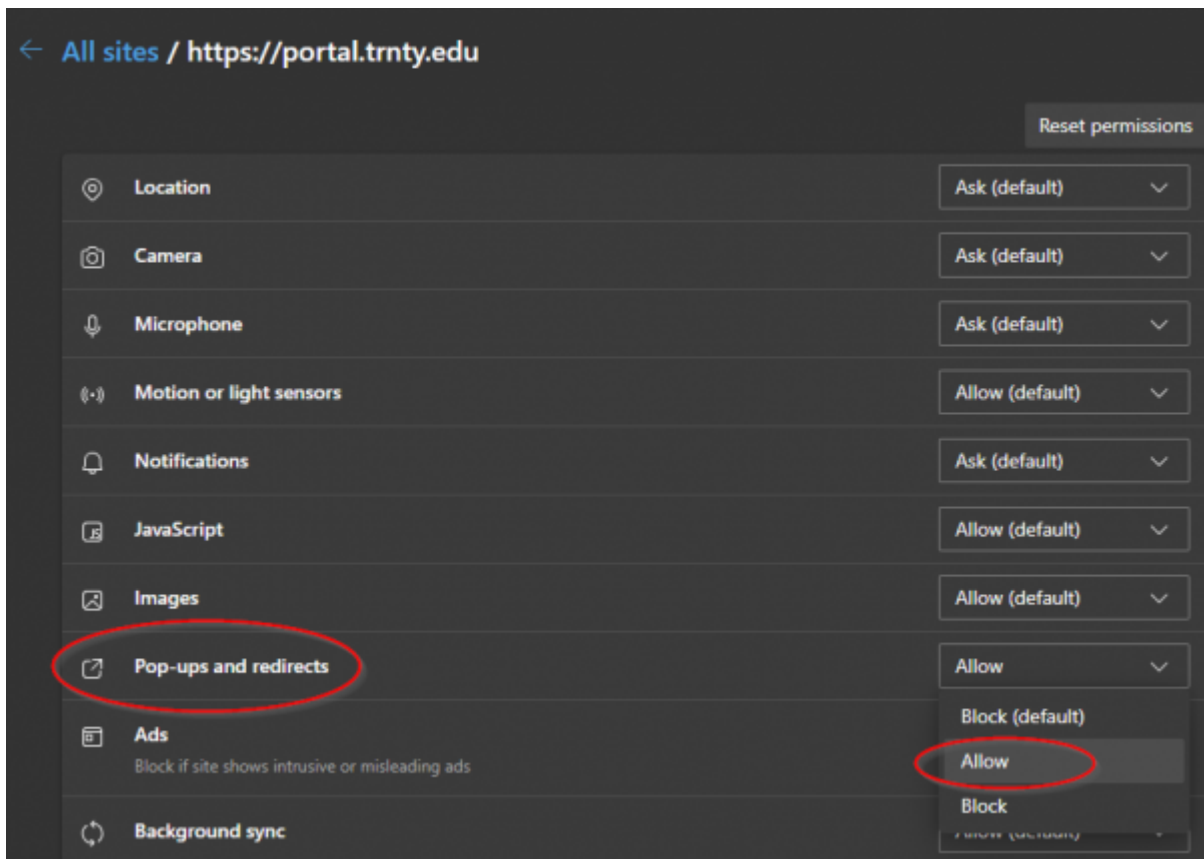

5. If the above icon does not appear, click on the Secure (lock) icon located in the address bar:
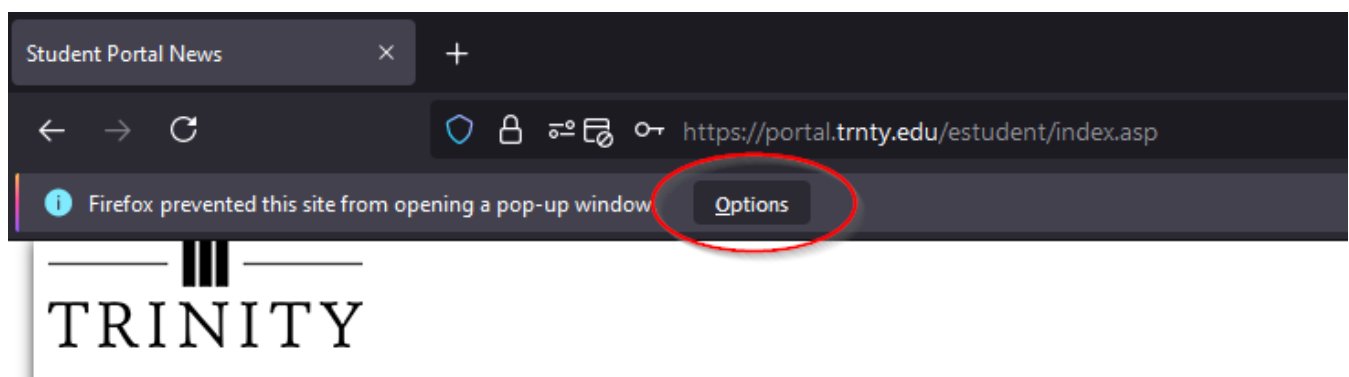
a. Click **Permissions for this site**:

b. On the new page, find **Pop-ups and redirects** in the list and click the drop-down box to the right. Change the setting to **Allow**:
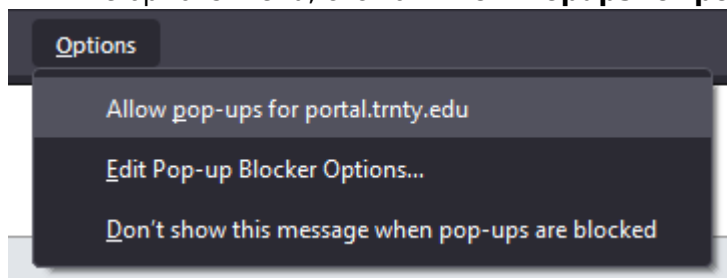

6. Close the Settings tab(s) and go back to the student portal. Reload the page.
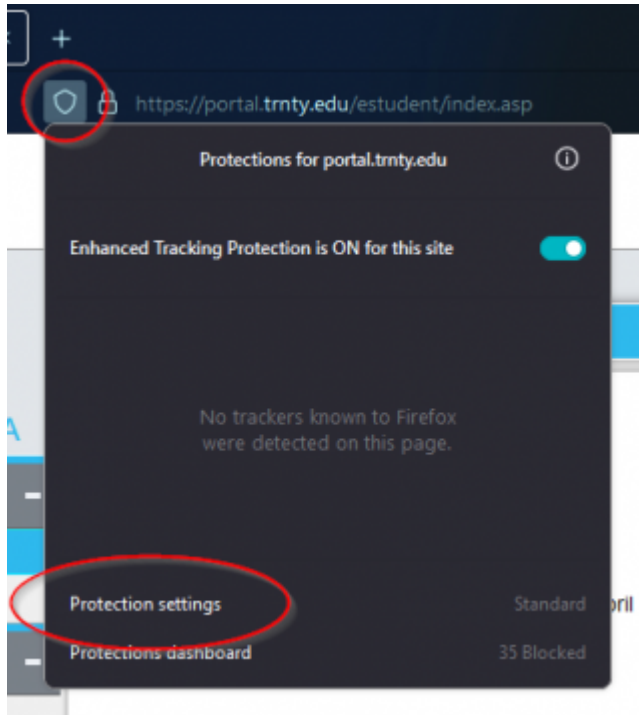
Firefox

1. Navigate to the student portal and log in.

2. If this is your first time accessing the site, you may receive a message that pop-ups are blocked. You may click **OK**.

3. A bar should appear along the top of the screen notifying you that Firefox prevented a pop-up window from opening. Click on **Options**. If this bar does not appear, skip to **step 5** below.
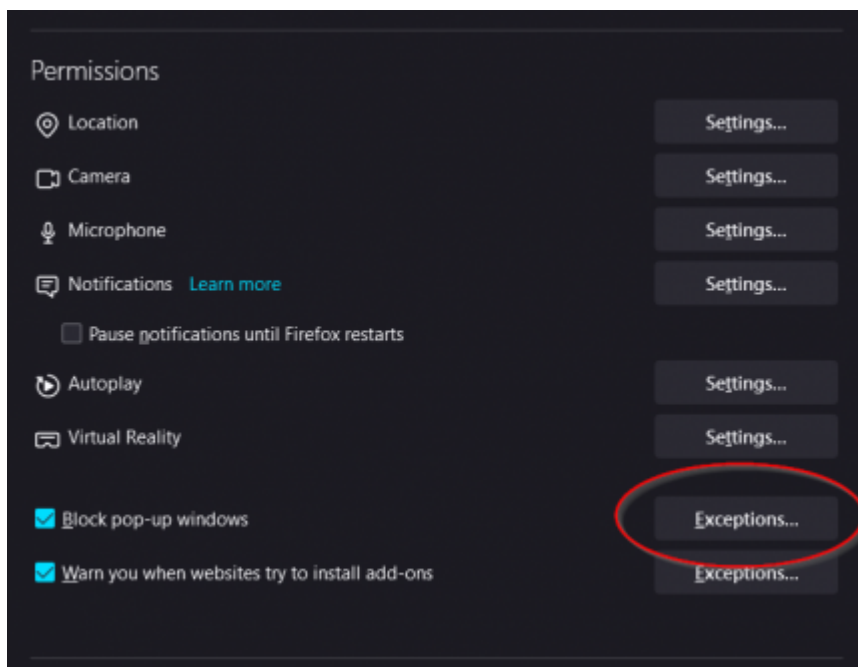

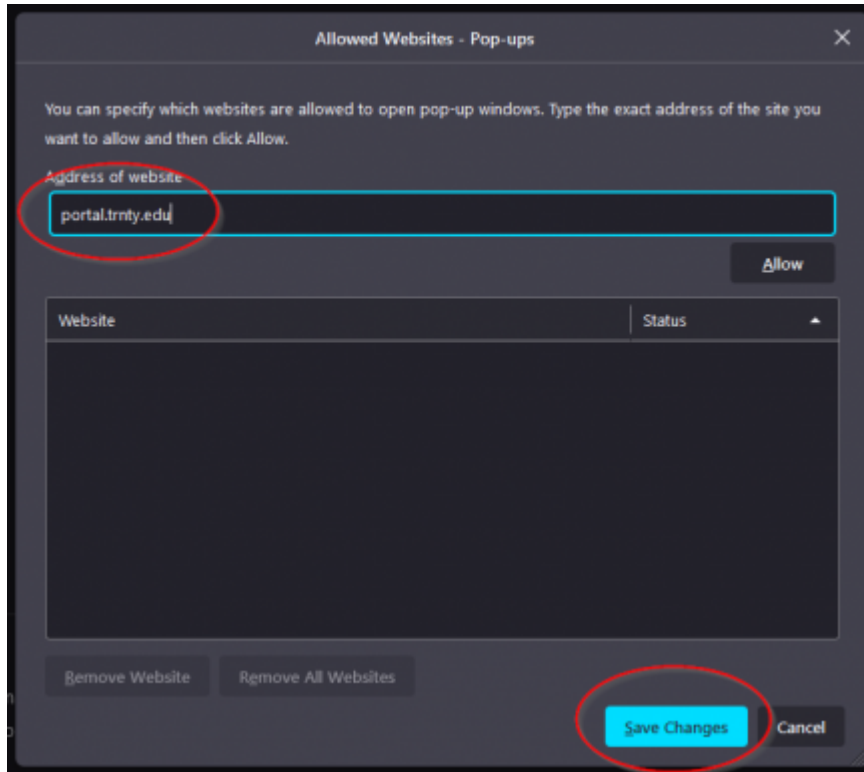4. In the options menu, click on **Allow Popups for portal.trnty.edu**.

5. If the bar does not appear, click the **shield** icon in the address bar, then click **Protection settings**.

6. Scroll down to the Permissions section and click the **Exceptions** button to the right of "Block pop-up windows".

7. Enter the address **portal.trnty.edu** and press Enter. The portal address with the "http:" *and "https:"* prefixes will appear in the allowed website list. Click **Save Changes**.
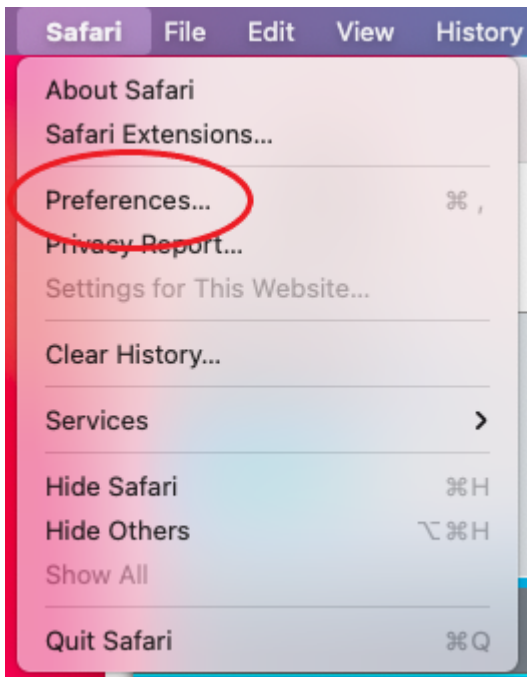

8. Close the Settings tab(s) and go back to the student portal. Reload the page.

Safari

1. Navigate and log into the student portal.

2. If this is your first time accessing the site, you may receive a message indicating that a pop-up window was blocked.

3. In the address bar, click the pop-up window icon on the right (when you hover over it, the URL will be replaced by "Show blocked pop-up windows"). If this icon does not appear, skip to **step 5** below.
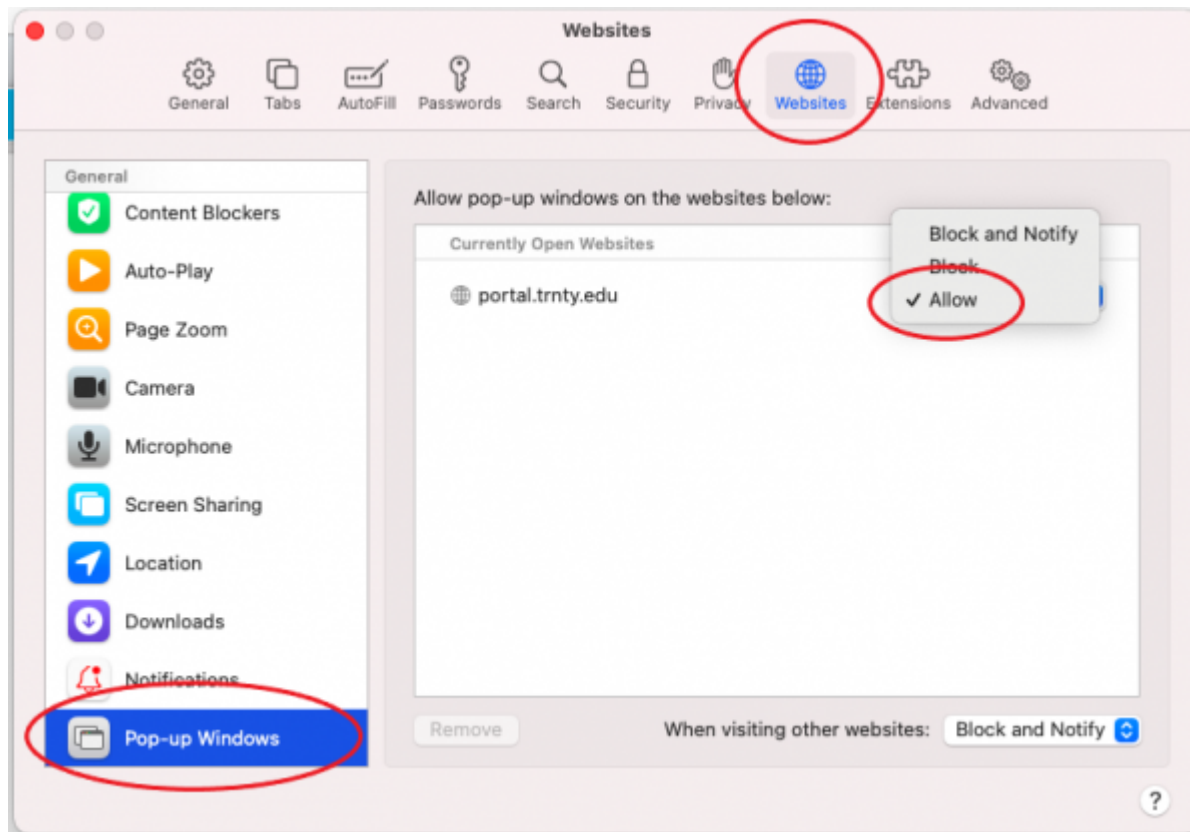

4. Once you have clicked this icon, a pop-up window will appear. Safari will remember your choice for future sessions.

5. If the icon does not appear, click **Safari**, then **Preferences**.

6. Click on the **Websites** tab. In the list on the left side of the window, scroll down and click on the **Pop-up Windows** tab.

7. Change the option for portal.trnty.edu to **Allow**.

8. Close the Preferences window and go back to the student portal. Reload the page.