



MLMS PY2023 Browser Pop-Up Guidance for Successful Completions


To make sure your courses go to “Complete” status, let’s get your browser’s **Pop-up** settings configured for MLMS. Your browser needs to allow all pop-ups for the courses to work properly. Pop-up configuration settings—for each main browser type—are provided below.

Users should be sure that their browsers are configured as follows:

1. Pop-up's are "Always Allowed" **OR**
2. All browsers allow users to add websites to a pop-up exception list. If your browser already allows all pop-up's, but you’re still having issues with your course completions, then please add the following URL to your browser's pop-up exception list: <https://portal.cms.gov> [Browser-specific instructions for these steps are provided below.]




Instructions for Google Chrome

1. Click the Customize and control Google Chrome icon  and navigate to **Settings**
2. Click **Settings**
3. In the menu on the left side of screen, Select **Privacy and security**, click the **Site settings** button
4. Scroll down to **Pop-ups and redirects**, next to Allow section, select **Add**
5. Enter *.csod.com to the site field and select Add Button




Instructions for Microsoft Edge

1. Click the **Tools** Icon in the upper right-hand corner of the browser 
2. Scroll down until you see Settings and Select **Settings**
3. Find **Cookies and Site Permissions** in the menu on the left side of screen and select
4. Scroll down and click **Pop-ups and redirects**. Click the Block toggle switch to off.
5. You can also add csod.com to the “Allow” list.



Instructions for Firefox

1. Click the **Open Menu** icon , which is found at the top right corner of screen
2. Scroll down and Click **Settings**
3. Click **Privacy & Security** in the Left Menu
4. Scroll down and Un-Check **Block pop-up windows**
5. You can also add *.csod.com to the "Allow" list

Note: If your courses do not move to complete immediately, with the "Block pop-up windows" Un-checked, then *adding an exception* to the Pop-up Blocker list has worked for some users. To add an exception, follow these steps for Firefox:

1. Check the **Block pop-up windows**
2. Click the **Exceptions...** Button to the right of the Block pop-up windows checkbox
3. Enter *.csod.com to the site field and select Add Button
4. Click the **Allow** button under the text box
5. Click **Save Changes**