

To be able to launch any of the activities on the gplearning website, you will need to allow the use of pop ups. This document will assist you in doing so.

You will only need to do the sections that apply to you. If you don't know if you use a google/yahoo toolbar or are unsure what a toolbar looks like, please refer to the pictures in the document.

If you are unsure of which browser you are using, there will be a logo in the top left hand corner of the browser window. Here are the logos for the most commonly used browsers:

Common Internet Browsers



Internet Explorer



Safari (Mac)



Mozilla Firefox



Opera



Google Chrome



Konqueror

After going through this document if you still have problems with the gplearning website please contact the helpdesk 1800 284 789 contactus@gplearning.com.au

Browsers:

[Internet Explorer](#)

[Firefox](#)

[Chrome](#)

[Safari](#)

[Opera](#)

[Konqueror](#)

Toolbars & other Pop-up Blockers:

[Google toolbar Pop-up Blocker](#)

[Yahoo toolbar Pop-up Blocker](#)

[AOL Toolbar](#)

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[Windows XP Service Pack 2 \(SVP2\) Pop-up Blocker](#)

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Browsers:

Internet Explorer

Go to Tools->Internet Options menu. Click on the Privacy tab. Uncheck the field 'Block pop-ups' ('Turn on Pop-up Blocker' in IE 7.x). This will unblock pop-ups from all sites. To only allow pop-ups from gplearning check 'Block pop-ups' and click on Settings. Enter ***.gplearning.com.au** and ***.racgp.org.au** in the field 'Address of Web site to allow:' and click Add. Close all windows.

Firefox


Go to the Tools->Options menu and choose the Content icon at the top of the dialog. If "Block pop-up windows" is checked, add ***.gplearning.com.au** and ***.racgp.org.au** to the Exceptions list.

Firefox also uses plugins to filter pop-ups. The most common plugin is NoScript. To enable a pop-up for a particular page, select the highlighted "S" icon at the bottom of the browser to instruct NoScript to allow the pop-up.

In the **Mac OS X** version of Firefox, you need to select Preferences on the Firefox menu, instead of Options on the Tools menu. |

Chrome

Click on the small arrow next to Pop-ups Blocked: 1



The screenshot shows the top navigation bar of the gplearning website. The logo 'gp gplearning' is on the left. The navigation menu includes 'Assess', 'Plan', 'Learn', and 'Collaborate'. On the right, there is a user profile 'Lauren Peterson | Log out' and a 'Powered by SunTotal' notice. Below the navigation bar, a breadcrumb trail reads 'Home > ACCC Multiple Choice Questions'. A yellow warning icon is followed by the text: 'Online activity in progress. Please do not close this page. You will be redirected to the progress details page when finished.'

ACCC Multiple Choice Questions



If you click on the arrow, you will get these options, click on **always show pop-ups from www.gplearning.com.au**



Safari

Go to the menu bar and select Safari->Preferences and choose the Security tab. If "Block pop-up windows" is checked, uncheck it.

Opera

Apple OSX - Go to the menu bar and select Opera->Quick Preferences and make sure "Block all pop-ups" is not selected (click on it to toggle preference).
Windows - Go to the menu bar and select Tools->Quick Preferences and make sure "Block all pop-ups" is not selected (click on it to toggle preference).

Konqueror

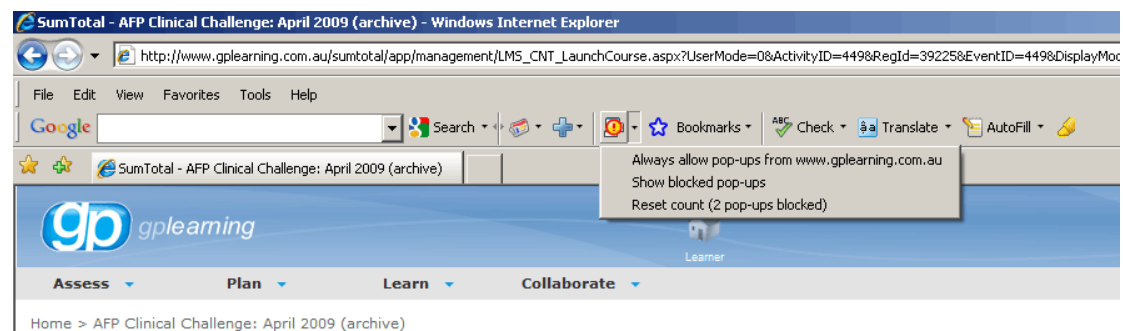
Go to the Settings->Configure Konqueror menu and choose Java and JavaScript. Select the JavaScript tab at the top of the dialog. In the center of the dialog is a "Domain-Specific" policy mechanism. Press the "New..." button and type ***.gplearning.com.au** and ***.racgp.org.au** for the host or domain name. Select "Accept" for the policy. Set the "Open new windows" policy to "Allow".

Toolbars

Google toolbar 6 Pop-up Blocker

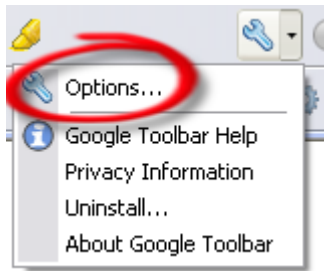
If you are using Internet Explorer with the Google toolbar, ensure that the Google Toolbar is not blocking pop ups.

To check, click the icon shown in the image below and select 'Always allow pop-ups from www.gplearning.com.au'

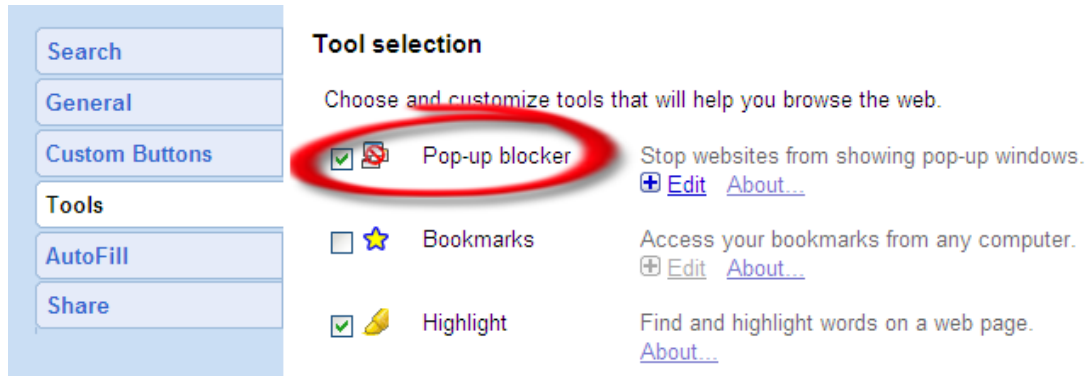


The steps should be similar for earlier versions of the Google toolbar.

If you cannot see anything on the toolbar that is blocking Pop-ups, Please follow these steps:



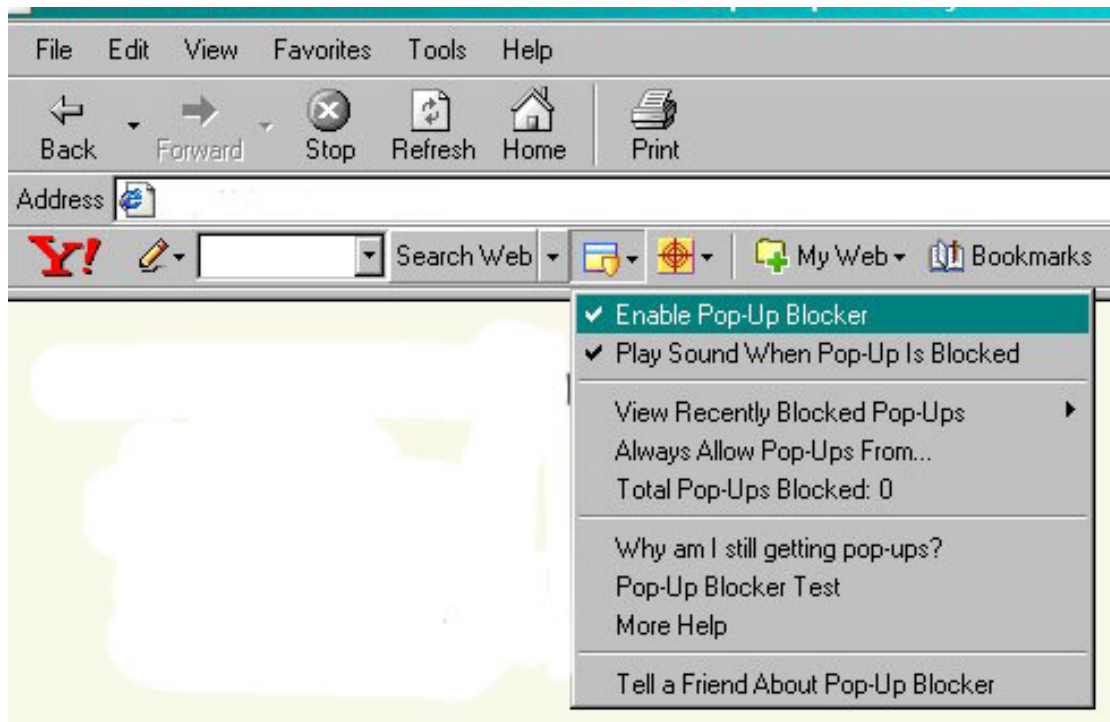
Click on toolbar options





Uncheck the Pop-up blocker box if it is ticked.

Yahoo toolbar Pop-up Blocker

You must have Yahoo! Toolbar version 5.3 or newer for Internet Explorer in order to use Pop-Up Blocker. To see what version you're using, click the Pencil menu (✎) and select "About Yahoo! Toolbar".



How do I know when a pop-up window has been blocked?

When a window is blocked, the Pop-Up Blocker icon animates, alternating between  and  and plays a sound. The number of Total Pop-Ups Blocked displayed in the menu also increases.

To turn off the sound, click the Pop-Up Blocker menu and uncheck Play Sound When Pop-Up Is Blocked.

What if something I want to see is getting blocked?

If Pop-Up Blocker is blocking something you want to see, there are three different ways you can override the Yahoo! Pop-Up Blocker built into Yahoo! Toolbar for Internet Explorer:

Option 1: Add the source of the pop-up window to your Allowed List by doing the following:

1. Click the Pop-Up Blocker menu.
2. Select "Always Allow Pop-Ups From".
3. Select the site from the "Sources of Recently Blocked Pop-Ups" list.
4. Click "Allow".

This allows all pop-ups from this web site to appear without further action.

Option 2: Press and hold the CTRL key while clicking a link. This overrides Pop-Up Blocker for just that one click and allows any pop-up windows resulting from the click to appear. You have to hold down the CTRL key before clicking the link every time you click a link that's currently being blocked.

Option 3: Turn off Pop-Up Blocker by clicking the Pop-Up Blocker menu and unchecking "Enable Pop-Up Blocker". This allows all pop-up windows to appear. If you've done this and the pop-up is still being blocked, it's not being blocked by Pop-up Blocker. Check the settings on the other pop-up blockers installed on your system. You can turn the Pop-Up Blocker back on by selecting "Enable Pop-Up Blocker" again so that it has a checkmark.


AOL Toolbar

Click on the Cog icon on the right hand side and un-tick block popup windows.



Bing Toolbar

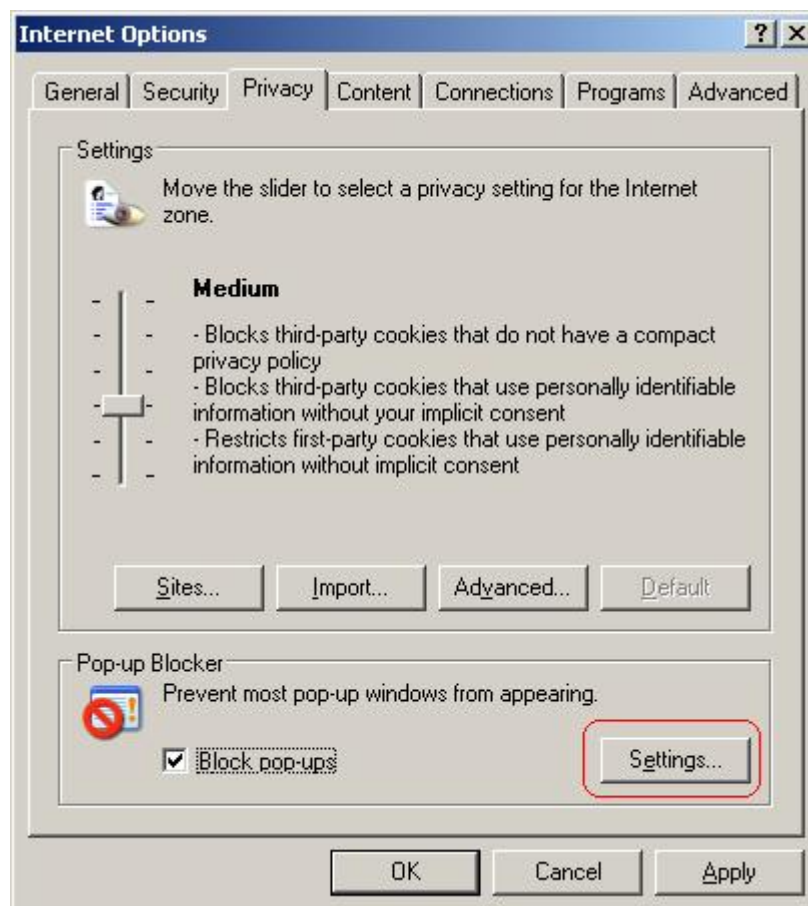
The Bing toolbar should reflect your internet browser Pop-up settings however it may be worth checking it.

If you see a green shield  on your toolbar, this means that there is a Pop-up blocker active. Click on the shield on then click on the down arrow next to the green tick (see image below) then go to settings.



Windows XP Service Pack 2 (SVP2) Pop-up Blocker

1. Open an Internet Explorer window
2. Click "Tools" (on the upper menu)
3. Choose "Internet Options"
4. Select the "Privacy" tab
5. Click the "Settings..." button (see the picture below)



6. In the box for "Address for Web Site to Allow" enter:

*.gplearning.com.au

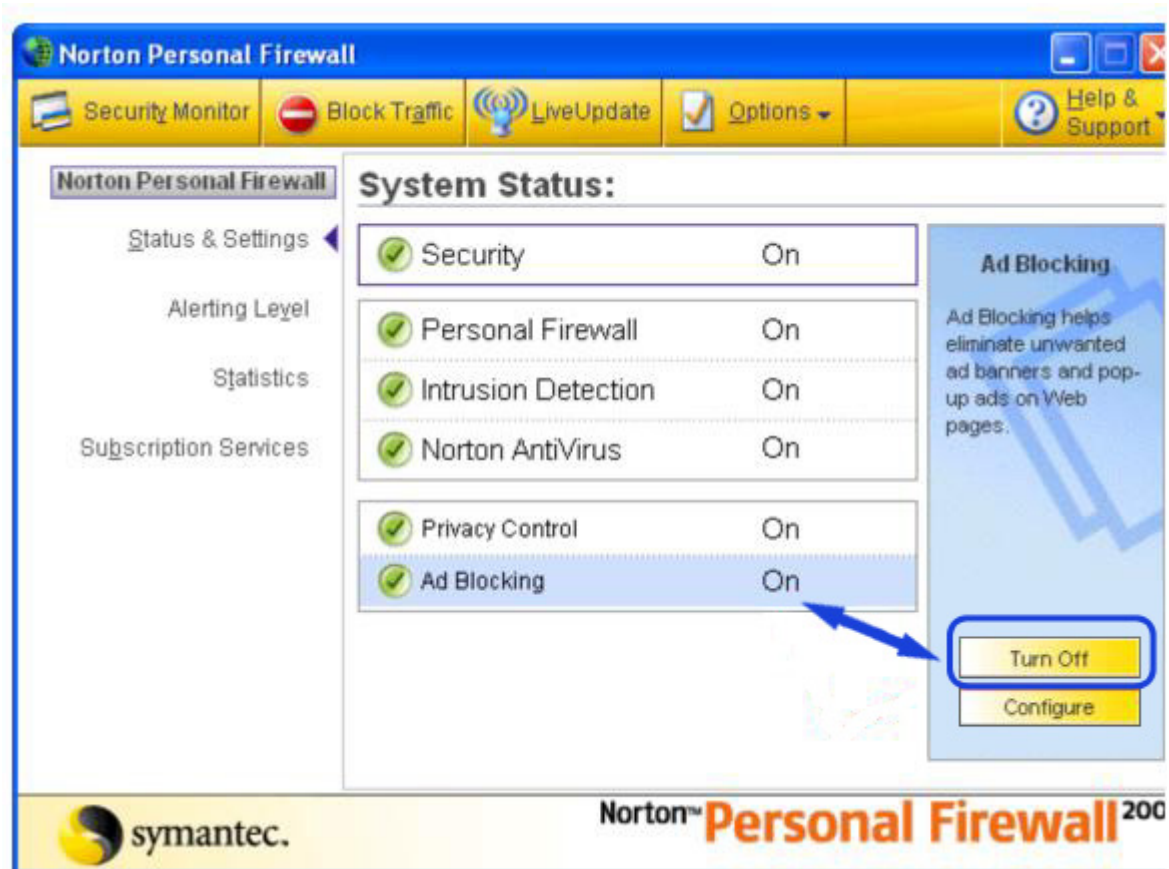
7. Click the "Add" button
8. Then also add the following:

*.racgp.org.au

9. Click "Apply" and "OK"
10. Now close out of Internet Explorer and reload the page

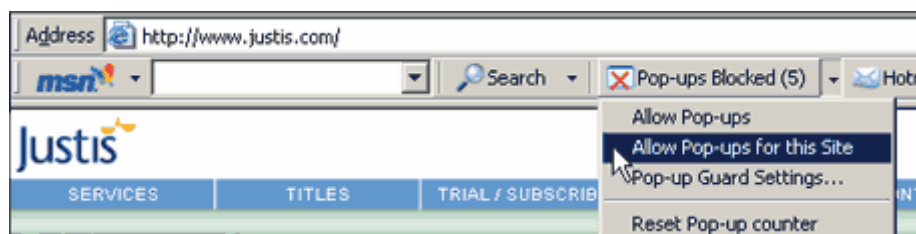
Norton Internet Security/Firewall Pop-up Blocker

1. Open Norton Internet Security's/Firewall's main window (you may click the firewall icon on the system tray or use Start->Programs->Norton Firewall)
2. Click the "Ad Blocking" line
3. Click the "Turn Off" button



MSN Pop-up Guard

MSN Pop-up Guard is part of the MSN Toolbar. By default it blocks all pop-ups, and therefore may block activities loading from gplearning in separate windows. To allow pop ups from gplearning, click the black down arrow on the pop-up blocker, and click "Allow Pop-ups for this Site" on the menu.



Zone Alarm Pro

To disable the pop-up blocker in ZoneAlarm Pro:

1. Open the Zone Alarm program by clicking your Start Button and accessing the Zone Alarm folder under Programs.
2. Click on Privacy.
3. Turn off Pop Up control.

McAfee Security Center

Try adding **gplearning.com.au* on the Full Permission list on the McAfee Security Center Firewall settings.

Also, you may wish to try this - Open McAfee Security Center>Click on Internet and Network>Click on Configure (above about)>Click on Advanced (for personal firewall)>Check the Global Security level of the firewall, If the trusting is set to outbound access only, try switching it to allow full access.

Other pop-up blockers

If you've tried the methods listed above and the pop-up you want is still being blocked, the window is being blocked by a different program, such as an Internet security program, toolbar or firewall. Due to the wide variety of programs that may be blocking the pop-up it's impossible to list them all here. Please look for some indication on your system when the window is blocked, such as an icon or sound, to determine what's blocking the window from appearing. Check the "View Toolbars" menu in Internet Explorer to make sure all your installed toolbars are present so you see any indicators they may be presenting. Then check all your applications listed in the "Programs" menu of the "Start" button to see if any of them include a pop-up blocker that may be blocking your window from appearing.

For other pop-up blockers, we recommend either (i) setting an option that blocks only unrequested pop-ups, or (ii) setting an option that blocks all pop-ups but allows for some websites to be specified as exceptions, and including **gplearning.com.au* and **racgp.org.au* in your exceptions.

The Help for your blocking software should tell you how to do this.

If the firewall or security software covers a network, not just your own computer, then you should consult your Network Administrator.