



PATIENT EDUCATION

How to Disable Pop-Up Blockers for MyChart Video Visits

Introduction

Thirty (30) minutes before your scheduled video visit start time, you are asked to please login into your **MyChart** account and connect to the video visit. If for some reason the video does not automatically launch into the VidyoConnect website, you may be prompted instead to download the **Vidyo** software. During the download process, if you receive a pop-up blocking message, please complete the following instructions to disable blocker.

Instructions

How to Disable Pop-Up Blocker if you are using **Chrome (Desktop)**

1. Open your Chrome browser
2. In the upper right-hand corner, click the three vertical dots, then select **Settings**
3. At the bottom of the menu, click **Advanced**
4. Scroll down to “Privacy and security,” and select **Site Settings**
5. Select **Pop-ups and redirects**
6. At the top of the menu, toggle the setting to **Allowed** to disable the pop-up blocker

How to Disable Pop-Up Blocker if you are using **Firefox (Desktop)**

1. Open your Firefox browser
2. Click the **Menu** button, then select **Options**
3. Select **Privacy & Security**
4. Under **Permissions**, uncheck **Block pop-up windows** to disable the pop-up blocker

How to Disable Pop-Up Blocker if you are using **Edge**

1. Open your Microsoft Edge browser
2. Go to **Settings**, then select **more > Settings > Privacy & security**
3. Under **Security**, switch Block pop-ups to off to disable the pop-up blocker

How to Disable Pop-Up Blocker if you are using **Safari (Mac)**

1. Select **Safari > Preferences**, then select **Websites**
2. Select **Pop-up Windows**
3. Use the **When visiting other websites** drop-down menu and select **Allow** to disable the pop-up blocker

How to Disable Pop-Up Blocker if you are using **iPhone/iOS**

Safari for iOS:

1. On your iOS device, open the **Settings** menu
2. Select **Safari**
3. Slide **Block Pop-ups** to off (white) to disable pop-up blocking

Chrome for iOS:

1. On your iOS device, open the Chrome app
2. Tap **More > Settings**
3. Tap **Content Settings**, then tap **Block Pop-ups**
4. Turn **Block Pop-ups** off to allow pop-ups

How to Disable Pop-Up Blocker if you are using **Android**

Chrome:

1. On your Android device, open the Chrome app
2. Tap **More > Settings**
3. Tap **Site settings**, then **Pop-ups and redirects**
4. Turn **Pop-ups and redirects** on to allow pop-ups

Samsung Internet

1. On your Android device, open the Samsung Internet app
2. Tap the **Menu** icon (three vertical lines)
3. Select **Settings**
4. Under **Advanced**, tap **Sites and downloads**
5. Slide **Block Pop-ups** to off (white) to disable pop-up blocking