Allowing Popups

Why won't my protocol open? or How do I allow pop-ups?

If you click to open your protocol and nothing happens, check your pop-up blockers.

Browser settings may need to be adjusted as well as Toolbar settings. Please see the instructions below. You may need to follow more than one set of instructions before you will be able to open your protocol.

Pop-up instructions for:

- Internet Explorer [1]
- Safari (Not Currently a supported Browser) [2]
- Firefox [3]
- Chrome [4]

How to allow popups for eProtocol in Internet Explorer?

Click the gears icon at the top-right of the window and choose "Internet options".

When the "Internet Options" dialog box opens, click the "Privacy" tab.

Make sure "Turn on Pop-up Blocker" is checked (it is by default), then click the "Settings" button.
The "Pop-up Blocker Settings" dialog box will appear. Type in eprotocol.stanford.edu and click "Add".
How to allow popups for eProtocol in Safari?

Please note that Safari is not currently a supported browser. In some cases, Safari will only open a blank page. Please try Firefox or Chrome.

From the Safari menu, click "Preferences".

Choose the "Websites" Tab and "Pop-up Windows", change settings to "Allow".
How to allow popups for eProtocol in Firefox?

Click the menu button and choose "Options" or "Preferences".
Click "Privacy & Security".

Scroll to Permissions and click on "Exceptions" for "Block pop-up windows".
Type in https://eprotocol.stanford.edu and click "Allow". Then "Save Changes".
How to allow popups for eProtocol in Chrome?

In the top right corner of Chrome, click the Chrome menu and choose "Settings".

Scroll to the bottom and click "Advanced".
Under "Privacy and security", click "Site Settings".
Click "Pop-ups and redirects".
Under "Allow", click "ADD".
Type eprotocol.stanford.edu and click "ADD".

**Source URL:** https://researchcompliance.stanford.edu/eprotocol/faq-popups

**Links**
[1] https://rco.sites.stanford.edu/eprotocol/faq-popups#ie