Built-in Pop-up Blocker in Internet Explorer
For Windows XP Service Pack 2
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Overview

This document describes how to turn off the pop-up blocker in Internet Explorer for Windows XP with Service Pack 2 (SP2). With Service Pack 2 installed for Windows XP, Internet Explorer (IE) has a built-in pop-up blocker. The pop-up blocker is easily turned on and off through Internet Explorer. Some University of Hawai‘i services, such as e-mail access through UH Web Mail, require that this built-in pop-up blocker in Internet Explorer is turned off.

The built-in pop-up blocker also has the ability to let the user specify certain web pages to allow pop-ups. This feature can allow you have the built-in pop-up blocker turned on and be able to access web pages that require pop-ups (i.e UH Web Mail).

Turn Off Pop-up Blocker

Open an Internet Explorer (IE) window. On the menu bar located at the top left hand corner, select the Tools menu. In the Tools menu, run your mouse over the Pop-up Blocker option. An expanded menu will appear to the right of the Pop-up Blocker option. If your pop-up blocker is currently on, select the option Turn Off Pop-up Blocker.
Turn On Pop-up Blocker

If you pop-up blocker is already turned off, you will instead see the option to **Turn On Pop-up Blocker**.

Setting Pop-up Blocker Exceptions

To set specific web pages to allow pop-ups, you will first need to turn on the pop-up blocker. With the pop-up blocker on, select the **Pop-up Blocker Settings**… option. If you do not have the pop-up blocker on, you will not be able to click this option.
A new window titled **Pop-up Blocker Settings** will open. In this window, type in the web address of the page you wish to allow pop-ups. To set UH Web Mail to allow pop-ups, type `mail.hawaii.edu` in the **Address of Web site to allow** box and click the **Add** button.

After you click the **Add** button, the site you wish to allow should be listed in the **Allowed sites** section.
Click the **Close** button to close the **Pop-up Blocker Settings** window.

**Getting Help**

For additional assistance, please phone the ITS Help Desk at (808) 956-8883, send e-mail to help@hawaii.edu, or fax (808) 956-2108. The Help Desk’s toll-free phone number is (800) 558-2669.

Or see the ITS Helpdesk home page at [http://www.hawaii.edu/help](http://www.hawaii.edu/help)
The ITS walk-in Help Desk is located in Keller 105, Keller 213, and the Hamilton Lab 2nd floor addition on the UH Mānoa Campus.

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