

## How to Disable Pop-up Blockers

Most courses in the Learning HUB are designed to launch in a new window. If your course does not load it is most likely that your internet browser has pop-up blockers enabled.

Instructions to disable pop-up blockers for the most common internet browsers are below.

If you are still having problems, please contact the PN IT Service Desk on 1800 647 462.

### iPhone/iPad

1. Open the **Settings** app
2. Scroll down and tap on **Safari**
3. Under the **General** section, toggle the **Block Pop-ups** switch to off

### Chrome (including on Android phones)

1. Click the three vertical dots ( ⋮ ) menu in the upper right corner
2. Click **Settings**
3. On the left sidebar, click **Privacy and security**, then **Site settings**, then **Pop-ups and redirects**
4. Select **Sites can send pop-ups and use redirects** (on your phone, toggle the switch to on)

### Edge

1. Click the three horizontal dots ( ⋯ ) menu in the upper right corner
2. Click **Settings**
3. On the left sidebar, click **Cookies and site permissions**, then **Pop-ups and redirects**
4. Toggle the **Blocked** switch to off

### Safari

1. In the top left of the window, click the **Safari** menu
2. Click **Settings**
3. Click the **Websites** tab on the top row, then on the left click **Pop-up Windows**
4. At the bottom right, select **Allow** next to **When visiting other websites**

Note – Websites may send pop-ups to show ads or redirect you to websites that you may not want to visit. All browsers have options to allow pop-ups for individual sites only. To allow pop-ups for the Learning HUB only, add the following site address:

Employee portal - <https://learninghub.worldlearn.net.au>

Contractor portal - <https://pacificnational.worldlearn.net.au>

*Pacific National does not recommend completing courses on your phone. Due to the screen size, you may not be able to view all the content, select actions to interact, or progress to the next screen.*