

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.

Pop-ups can be used by websites to display ads or redirect you to unwanted sites. For security and convenience, browsers allow you to enable pop-ups only for trusted sites. To allow pop-ups from the Learning HUB only, add these site addresses to your browser's allowed list:

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

Below are instructions to disable or allow pop-ups for the most common browsers.

If you continue to experience issues, please contact the PN IT Service Desk on 1800 647 462.

iPhone/iPad (Safari)

- Open the **Settings** app
- Scroll down to **Apps** select tap **Safari**
- Under **General**, toggle **Block Pop-ups** switch to **off**

Google Chrome (Computer & Mobile)

- Click the three vertical dots (:) menu in the upper right corner
- Click **Settings**
- On a computer – on the left sidebar, select **Privacy and security**, then **Site settings**, then **Pop-ups and redirects**, and select **Sites can send pop-ups and use redirects**
- On a phone – tap **Site settings**, then **Pop-ups and redirects**, and toggle the switch to **on**

Microsoft Edge (Computer & Mobile)

- Click the three horizontal dots (⋮) menu in the upper right corner
- Click **Settings**
- On a computer – select **Privacy, search, and services** on the left sidebar, then click **Site permissions**, then **All permissions**, then **Pop-ups and redirects** and toggle the **Blocked** switch to allow pop-ups
- On a phone – tap **Site permissions**, then **Pop-ups and redirects**, and toggle the switch to **on**

Safari (Mac)

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

Important Note: We do not recommend completing courses on your phone. Due to screen size limitations, you may not be able to view all content or complete all course interactions.