

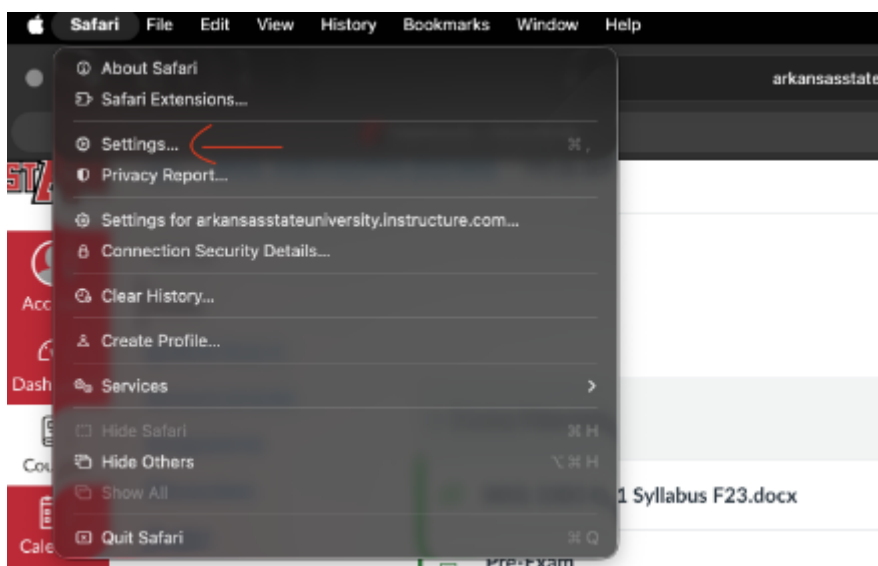
Are you having trouble accessing Cengage, Pearson, or any other website you're supposed to be using for a course on Canvas?

If you are experiencing these issues, you may need to enable pop-ups to get access to these websites.

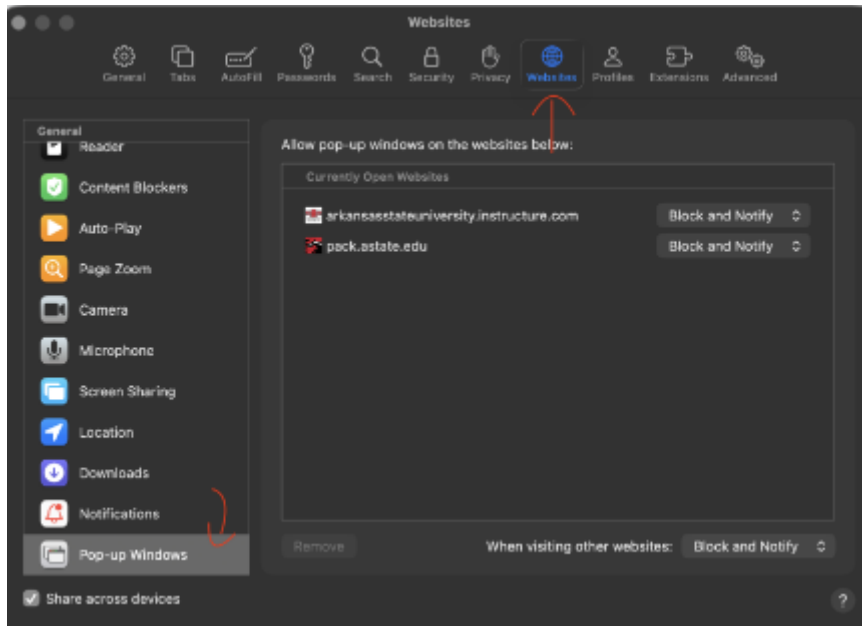
First, make sure you're using the web browser for Pack Portal and Canvas. If you have the Pack Portal app, you may need to uninstall it from your computer to stay in the web browser. Once you're on Canvas and in your course, follow the steps below.

On Safari:

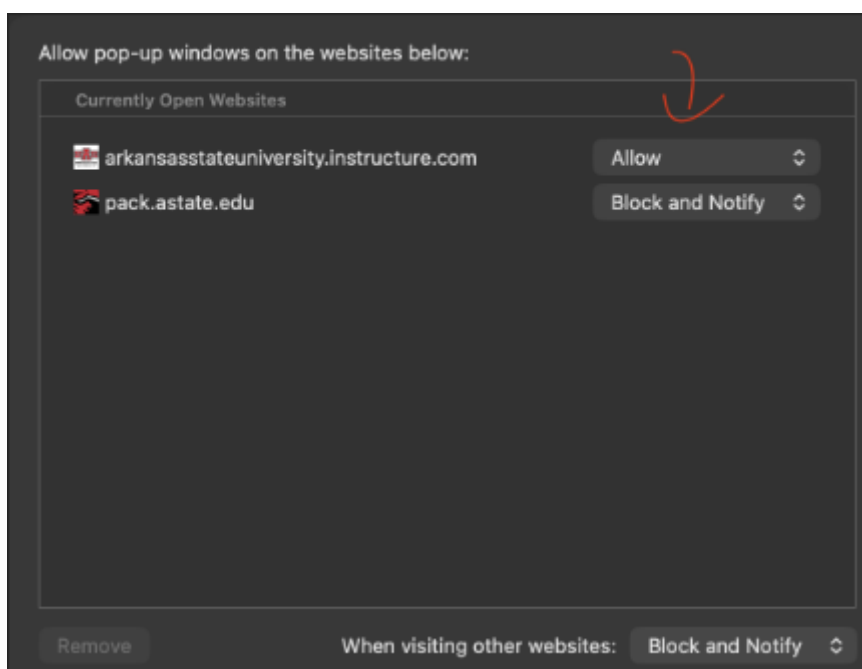
Step 1: Go to the top menu at the top of the screen and click "Safari." Then you click "Settings" to see more options.



Step 2: Next, you'll click the "Websites" icon at the top. Once you do that, you'll click the "Pop-up Windows" tab on the left of the screen.



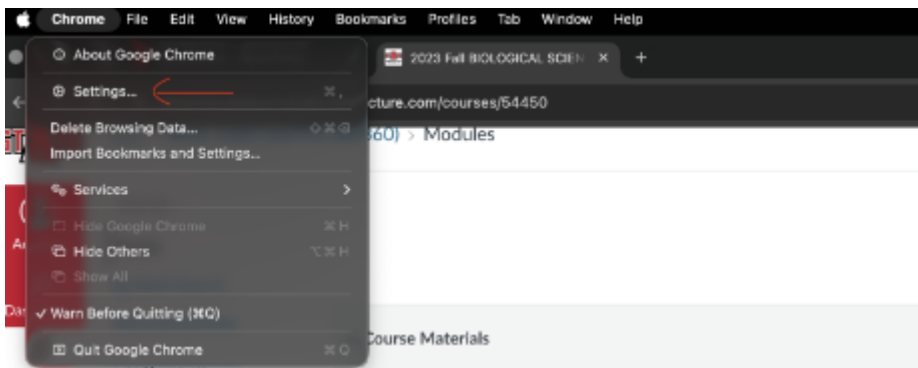
Step 3: You should see a list of websites below to allow pop-ups. This is where you'll find Cengage or any other website that you're using. You'll click this box and select "Allow."



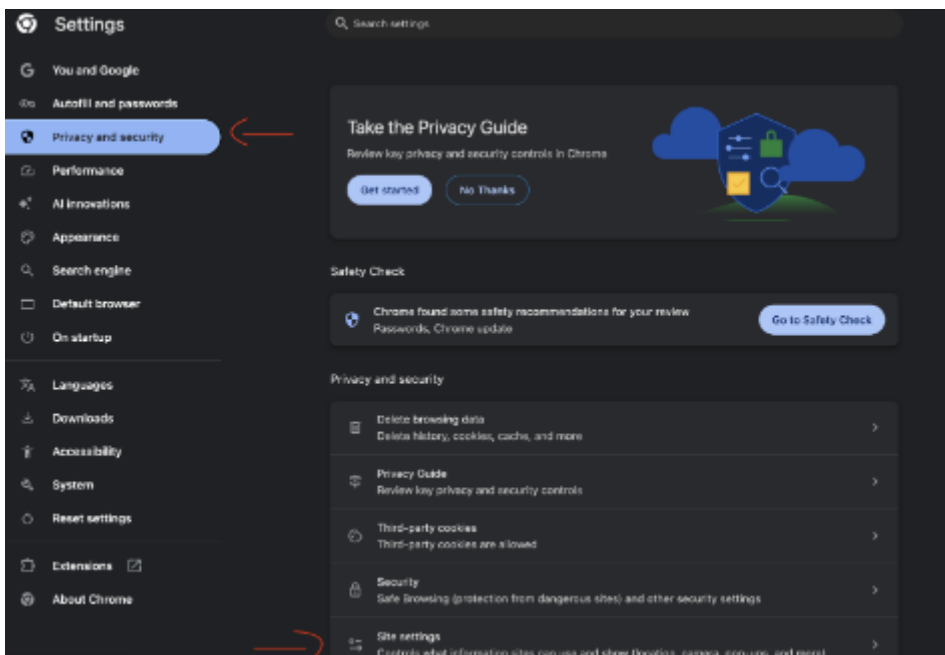
Step 4: Refresh the screen on your Safari, and you should have access to Cengage or any other website that you are using.

On Chrome:

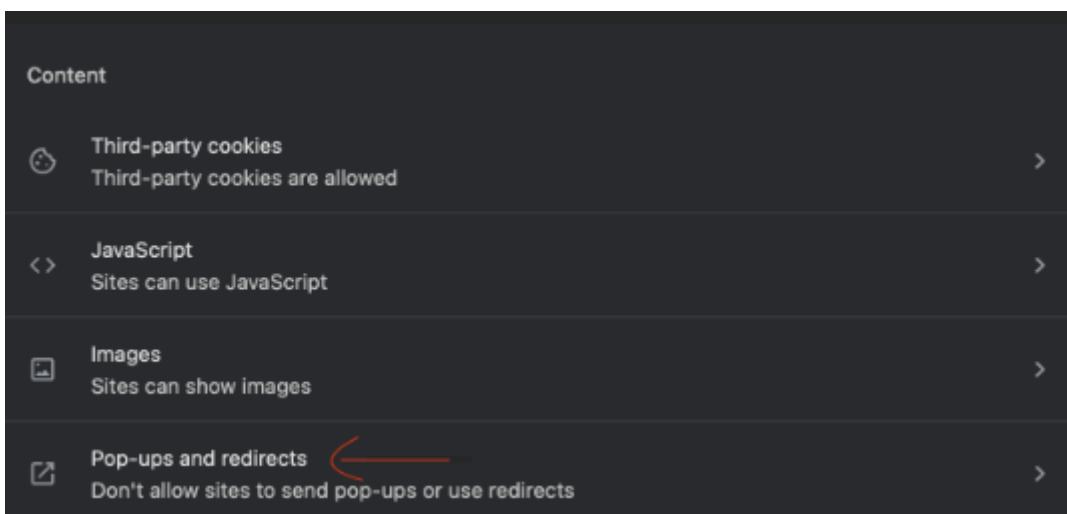
Step 1: Go to the top menu at the top of the screen and click "Chrome." Then you click "Settings" to see more options.



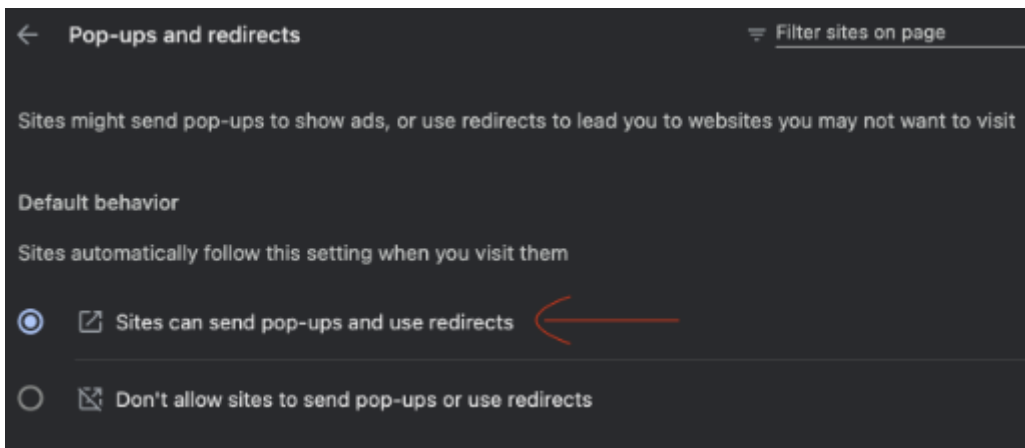
Step 2: Click on the "Privacy and Security" tab on the left of the screen, and click "Site settings" at the bottom of the screen.



Step 3: Once you click that, scroll to the bottom of the page to find the "Content" Section. Click "Pop-ups and redirects."



Step 4: Last, select the "Sites can send pop-ups and use redirects" option. Refresh your page, and you should have access to Cengage or an other website that you are using.



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