1. **Disable Pop-Up Blocker:**
   a. **Firefox**
   b. **Chrome**
   c. **Internet Explorer**
   d. **Safari**

2. **Click this to run a total browser check:**

3. **Clearing Cache and Cookies**
   a. **Firefox**
   b. **Chrome**
   c. **Internet Explorer**

4. **Technical Support - If you still are running into issues:**

---

**1. Disable Pop-Up Blocker:**

**a. Firefox**

To access the pop-up blocker settings:

1. Click the menu button \( \equiv \) and choose **Options**.
2. Select the **Content** panel.

In the content panel:

- **Block pop-up windows**: Uncheck this to disable the pop-up blocker altogether.
b. Chrome

https://support.google.comchrome/answer/95472?hl=en

Turn pop-ups on or off

On your computer

1. In the top-right corner of Chrome, click the Chrome menu 

2. Select Settings.
3. Click Show advanced settings.
4. Under "Privacy," click the Content settings button.
5. Under "Pop-ups," select Do not allow any site to show pop-ups (recommended) or Allow all sites to show pop-ups.

c. Internet Explorer


To turn Pop-up Blocker on or off

1. Open the desktop, and then tap or click the Internet Explorer icon on the taskbar.
2. Tap or click the Tools button , and then tap or click Internet options.
3. On the Privacy tab, under Pop-up Blocker, select or clear the Turn on Pop-up Blocker check box, and then tap or click OK.

d. Safari

Click Safari located, in the top left corner of the browser. If the Block Pop-Up Windows is checked, click this option to enable pop-ups:

After enabling pop-ups click on the Safari menu and select Preferences:
Click on **Privacy**, and then next to the **Block cookies** section select **Never**: 

![Privacy Settings](image)

2. **Click this to run a total browser check:**  
http://ng.cengage.com/static/browsercheck/index.html

3. **Clearing Cache and Cookies**  
   a. **Firefox** –  
   b. **Chrome** –  
      https://support.google.com/chrome/answer/95582  
   c. **Internet Explorer** –  

4. **Technical Support - If you still are running into issues:**  
   a. **Through** http://cengage.com/support  
   b. **Through MindTap itself, if that is the product you’re using. Inside of MindTap, simply click on your name in the upper right corner and click “Customer Support”**  
   c. **Through a link to Cengage tech support provided by your instructor within your class in your schools Learning Management System**