Enabling Browser Pop-ups for Kermit

Please contact your businesses IT department for assistance with your computer.

If your web browser is blocking pop-ups from the Kermit system, please follow the instructions specific to your browser.

Kermit opens some information in new tabs which some web browsers treats as pop-ups. To enable pop-ups in Kermit follow these steps:

Google Chrome

- 1. Sign in to Kermit
- 2. Click on System Management.
- 3. Click on Users & Claims
- 4. A small icon will appear in the address bar at the top of your browser. It will be to the far right side and look like this:



5. Click this button and the following dialog box will appear:



- 6. Change it to "Always allow pop-ups and redirects from <u>https://www.gogreenclaims.com</u> and click the Done button.
- 7. Refresh the page and Kermit can now open new tabs in Google Chrome.

Microsoft Edge

- 1. Sign in to Kermit
- 2. Click on System Management.
- 3. Click on Users & Claims
- 4. A banner will appear at the bottom of the browser. It will look like this:

| Microsoft Edge blocked a pop-up from www.gogreenclaims.com. | Allow once | Always allow | × |
|---|--|---|---|
| Click the button labeled, "Always allow": | | | |
| Refresh the page and Kermit can now open new tabs in Edge. | | | |
| | | | |
| t Explorer | | | |
| Sign in to Kermit | | | |
| Click on System Management. | | | |
| Click on Users & Claims | | | |
| A banner will appear at the bottom of the browser. It will look like this: | | | |
| | | | |
| Internet Explorer blocked a pop-up from www.gogreenclaims.com . | Allow once | Options for this site 🔻 | × |
| Click the button labeled, "Option for this site" and select "Always allow": | | | |
| | | | |
| | | | |
| Always allow | | | |
| Allow once Options for this site More settings | | | |
| 1 | Microsoft Edge blocked a pop-up from www.gogreenclaims.com. Click the button labeled, "Always allow": Refresh the page and Kermit can now open new tabs in Edge. t Explorer Sign in to Kermit Click on System Management. Click on Users & Claims A banner will appear at the bottom of the browser. It will look like this: Internet Explorer blocked a pop-up from www.gogreenclaims.com. Click the button labeled, "Option for this site" and select "Always allow": Allow once Options for this site ▼ Microsoft Edge blocked a pop-up from this site ▼ More settings | Microsoft Edge blocked a pop-up from www.gogreenclaims.com. Allow once Click the button labeled, "Always allow": Refresh the page and Kermit can now open new tabs in Edge. t Explorer Sign in to Kermit Click on System Management. Click on Users & Claims A banner will appear at the bottom of the browser. It will look like this: Allow once Internet Explorer blocked a pop-up from www.gogreenclaims.com. Allow once Click the button labeled, "Option for this site" and select "Always allow": Allow once Options for this site ▼ | Microsoft Edge blocked a pop-up from www.gogreenclaims.com. Allow once Always allow Click the button labeled, "Always allow": Refresh the page and Kermit can now open new tabs in Edge. t Explorer Sign in to Kermit Click on System Management. Click on Users & Claims A banner will appear at the bottom of the browser. It will look like this: Internet Explorer blocked a pop-up from www.gogreenclaims.com. Allow once Options for this site * Click the button labeled, "Option for this site" and select "Always allow": Allow once Options for this site * |

6. Refresh the page and Kermit can now open new tabs in Internet Explorer.

Firefox

- 1. Sign in to Kermit
- 2. Click on System Management.
- 3. Click on Users & Claims
- 4. A banner will appear at the top of the browser. It will look like this:

| ٦ | Firefox prevented this site from opening a pop-up window. | | | | |
|---|---|-----------------|---|--|--|
| | | <u>O</u> ptions | × | | |

5. Click the button labeled, "Options":

| | <u>O</u> ptions | × |
|---|-----------------|-----|
| Allow pop-ups for www.gogreenclaims.com | | |
| Edit Pop-up Blocker Options | | |
| Don't show this message when pop-ups are blocked | | |
| Show 'https://www.gogreenclaims.com/ClaimUserLinkin | gInterface.asp | ox' |

- 6. Select the option for, "Allow pop-ups for <u>www.gogreenclaims.com</u>".
- 7. Refresh the page and Kermit can now open new tabs in Firefox.