

## Browser Pop-up Settings

By default, internet browsers will block any unknown content or pop-ups from websites. This mostly happens when you are visiting a new website. Although this feature is good for blocking unwanted pop-ups it can sometimes block safe content from a website you know is secure.

You will have probably noticed that browser pop-up settings are currently blocking downloads on our Online Banking page. This is preventing users from downloading documents from our page. Below you will find instructions to allow these pop-ups on the most popular browsers.

### **Microsoft Edge** v90.0.818.\*\*

1. Go to our online banking page and login
2. Go to the **Documents** menu
3. Click on the **Download** icon 
4. In the address bar at the top of the page, click **Pop-up blocked** 
5. Alternatively click on the 3 dots  in the upper right corner of your web browser, and then click **Settings**
6. Click on **Cookies and site permissions**
7. Scroll down and under the **All Permissions** section click on **Pop-ups and redirects**
8. Under the Allow section click on Add and enter the following URL... <https://olp.turicum.com/portal/>

### **Firefox** v84.0.\*\*

1. Go to our online banking page and login
2. Go to the **Documents** menu
3. Click on the **Download** icon 
4. You will then see a warning message appear in **Yellow**, click on **Options**
5. **Allow pop-ups for olp.turicum.com**
6. Alternatively click on the menu button  in the upper right corner of your web browser, and then select **Options**
7. Select the **Privacy & Security** panel
8. Scroll down and under the **Permissions** section, next to **Block pop-up windows** click on **Exceptions**
9. On the **Address of Website** dialog box, enter the following URL... <https://olp.turicum.com/portal/>
10. **Save Changes**

### **Chrome** v90.0.44.30.\*\*

1. Go to our online banking page and login
2. Go to the **Documents** menu
3. Click on the **Download** icon 
4. In the address bar at the top of the page, click **Pop-up blocked** 
5. Select **Always allow pop-ups and redirects from** <https://olp.turicum.com/portal/>
6. **Done**

 **Safari** v13.1.\*\*

1. Go to our online banking page and login
2. Click on **Safari** in the upper left corner of your screen
3. Select **Settings for This Website...**
4. On the **Pop-up Windows** option select **Allow**
5. Untick the **Enable content blockers**
6. On the next pop-up window click on **Send**, to reload the page