How to Disable Pop-up Blockers in Microsoft Edge

Technical Recommendations for accessing Independent Study courses/exams:

- Hand-type your correctly spelled 10-digit FEMA SID # and Last Name on the final exam sign in page. (Do not use auto-fill or copy/paste)
- PIV Card Users must use the "PIV Log In" option. For additional information on logging into the student portal using your FEMA issued PIV card, please visit https://training.fema.gov/is/pivfaq.aspx.
- Use Microsoft Edge or Mozilla Firefox for your internet browser.
- Use a desktop or laptop computer.
- Disable your pop-up blocker. (Directions below)
- Clear your browsing data. (Directions available on our website under Quick Help Guide- Browser Cookies and Files)
- Ensure the most current version of Adobe Reader is installed on your computer. (Free download available at https://get.adobe.com/reader/otherversions/)

Additional Information on Pop-up Blockers:

- Depending upon what software you have installed on your computer, it is possible that you may have more than one pop-up blocker running. Pop-up blockers are often part of your computer's browser or security settings. You may need to disable all pop-up blockers, so the online course study material on our website, https://training.fema.gov/IS/, will work properly.
- Once you are finished using our online website, you can go back into the menu to turn on the pop-up blocker again.
- If you are still experiencing issues, please check to see if you have a Google, Yahoo, Bing or another toolbar installed. These third-party toolbars frequently have pop-up blockers that need to be turned off.
- Note that some security and anti-virus software also may have pop-up blockers integrated into the software. You will need to turn off these pop-up blockers to enable our courses to work properly.

If you continue to experience technical issues when accessing Independent Study courses/exams, please contact our office with the specific error message you are receiving. Our office can be reached by email at Independent.Study@fema.dhs.gov or by calling 301-447-1200 Monday through Friday 8:00am to 6:00pm ET.
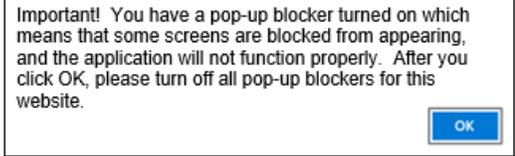
Disclaimer: Please note that any changes made are to assist you in completing a specific task on the Emergency Management Institute (EMI) website. FEMA is not responsible for any issues the changes might cause when using other websites or programs. Links to plug-ins and applications are provided so our viewers may access information using these products stored on our website. FEMA does not endorse any non-government websites, companies or applications.

FEMA does not endorse any outside entity. Links are provided for informational purposes only.

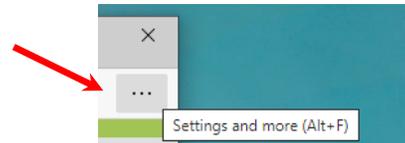** The following steps and or pictures should be similar based upon your browser version.*

*****If you are using a work or school computer, you may need to contact that
system administrator for assistance with making setting changes.***

Pop-up blocking is now directly integrated into Microsoft Edge; therefore, by default, pop-up blocking is enabled. If you see a message at the top of your browser window, you will need to click on "OK", then follow the steps below to disable all pop-up blockers for our website, https://training.fema.gov/IS/.
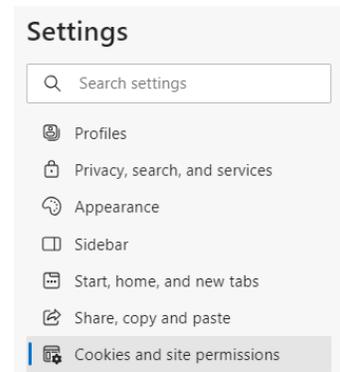
> Important! You have a pop-up blocker turned on which means that some screens are blocked from appearing, and the application will not function properly. After you click OK, please turn off all pop-up blockers for this website.
>
> **OK**

To disable the pop-up blocker while on our website:

1. Open Microsoft Edge, then select "Menu"
   (3 dots icon on top right corner of the browser).
2. From the menu options, scroll down and click on "Settings".

   ⚙ Settings

   Settings

   🔍 Search settings

   👤 Profiles
   🔒 Privacy, search, and services
   😊 Appearance
   ▢ Sidebar
   ▤ Start, home, and new tabs
   ↗ Share, copy and paste
   ▦ Cookies and site permissions

3. Once the setting tab opens, select ""Cookies and site permissions" from the menu on the left. Note: you may need to change the size of your browser window to view all the options on the webpage.
4. Scroll down and click on "Pop-ups and redirects".

   ↗ Pop-ups and redirects

5. Under "Block (recommended)", click the toggle button to "off" to allow pop-ups. Note: There is also an option to add specific websites on which you want to allow or block pop-ups. You can add Independent Study to your sites that "always allow pop-ups". Our sites would be: training.fema.gov/* and emilms.fema.gov/

   ← Site permissions / Pop-ups and redirects

   Blocked (recommended)   🖰 🔵

When you are finished using our online website, you can go back into the menu to turn on the pop-up blocker again. To turn the pop-up blocker back on, follow steps 1-4 listed above. On step 5, click the toggle button to "on" to block pop-ups.