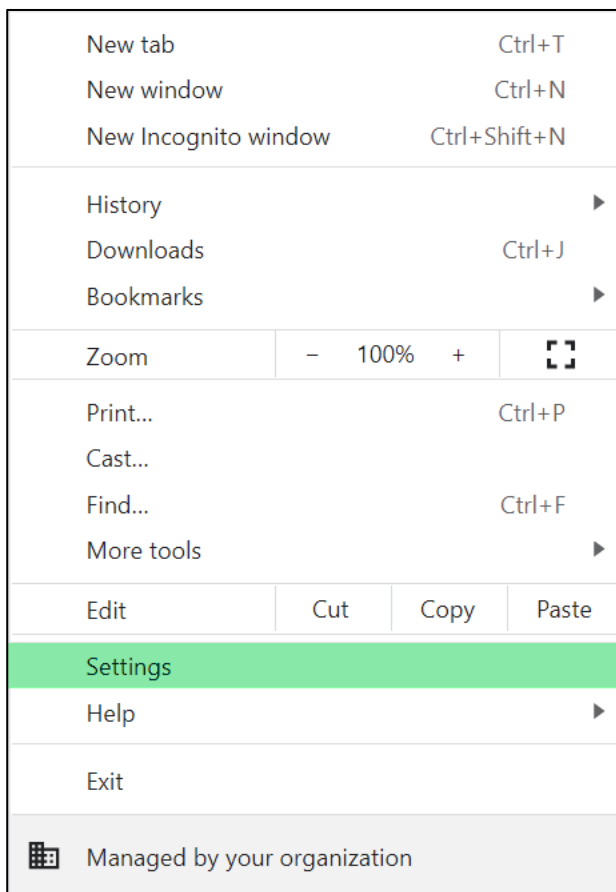


## My e-learning does not display. What must I do?

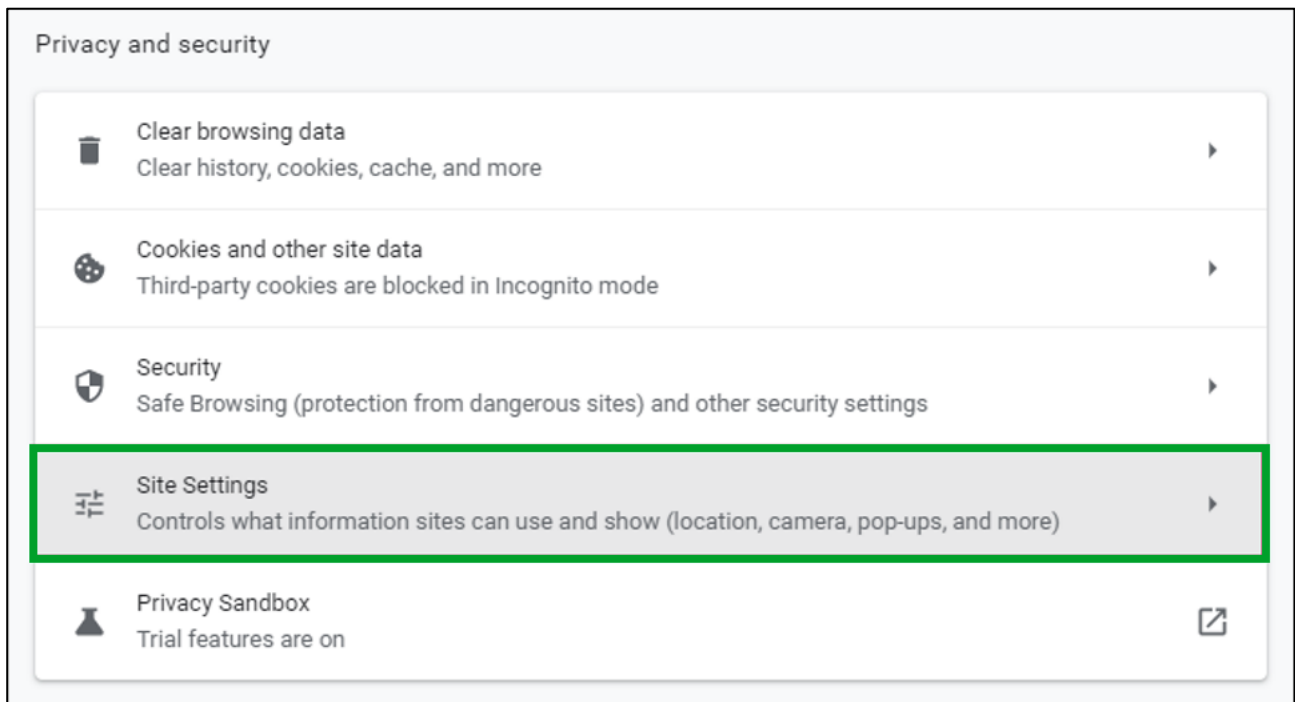
A pop-up is a small web browser window that appears on top of the website you are viewing. The presentations viewed during the training are set to open in a new window and is therefore classified as a pop-up. Pop-up blockers must be disabled or be set to allow from Sage University for courses to function properly. To allow pop-up windows from SageU, follow the instructions below for your browser.

### Chrome

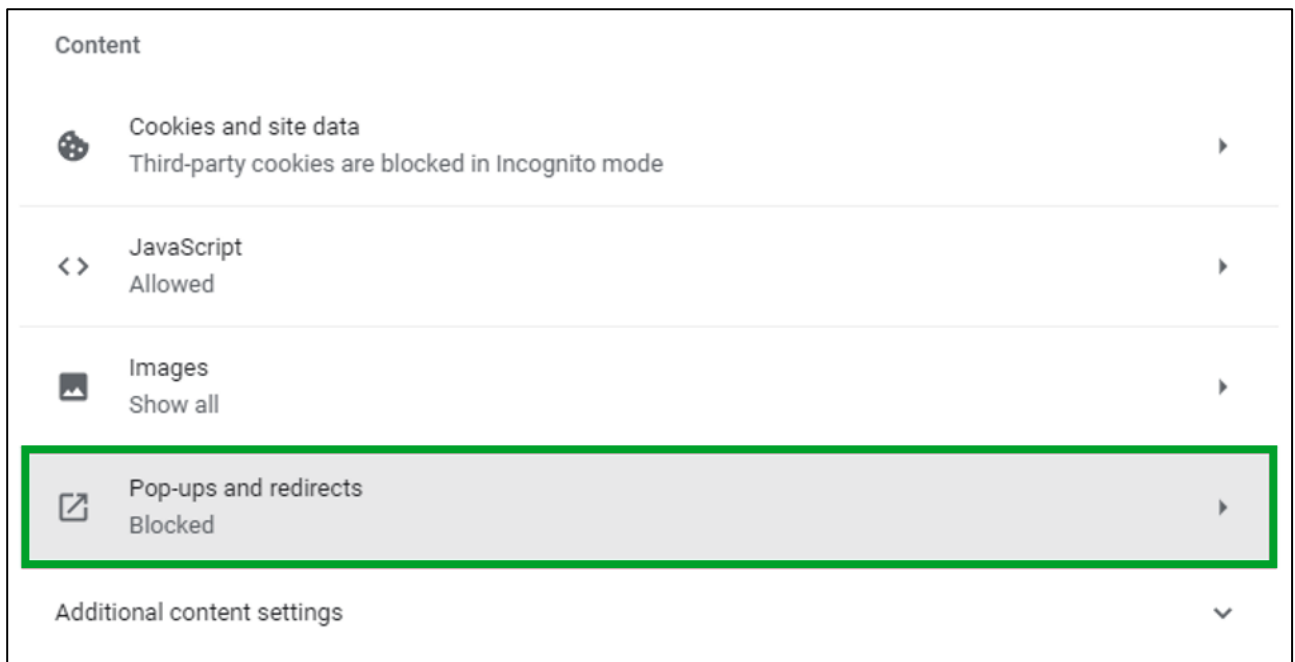
- Click the **Chrome menu** button on the far right of the browser address bar and select the **Settings** option.



- In the **Privacy and security** section, click on **Site Settings**.



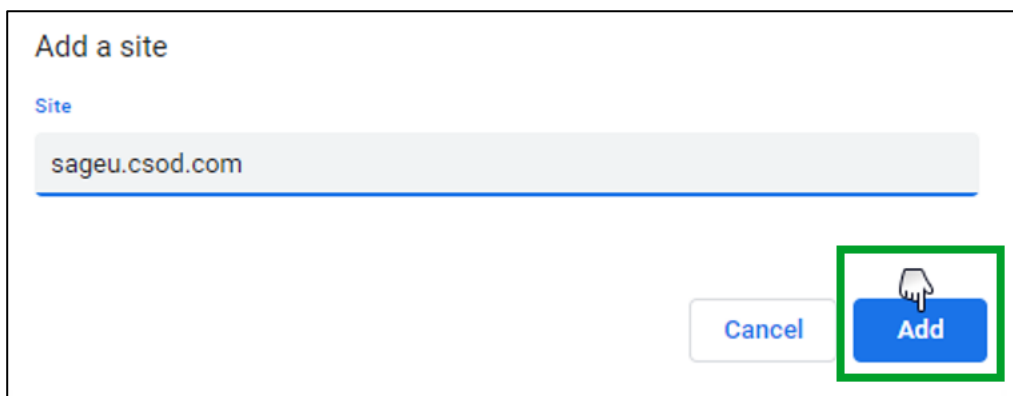
- Scroll down to the **Content** section and click on **Pop-ups and redirects**.



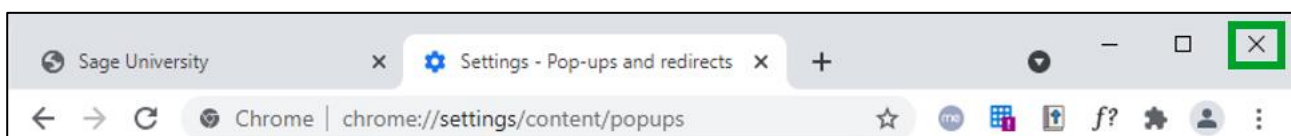
- Click on **ADD** next to the **Allow** heading.



- In the **Site** field, enter **sageu.csod.com** and click on **Add**.

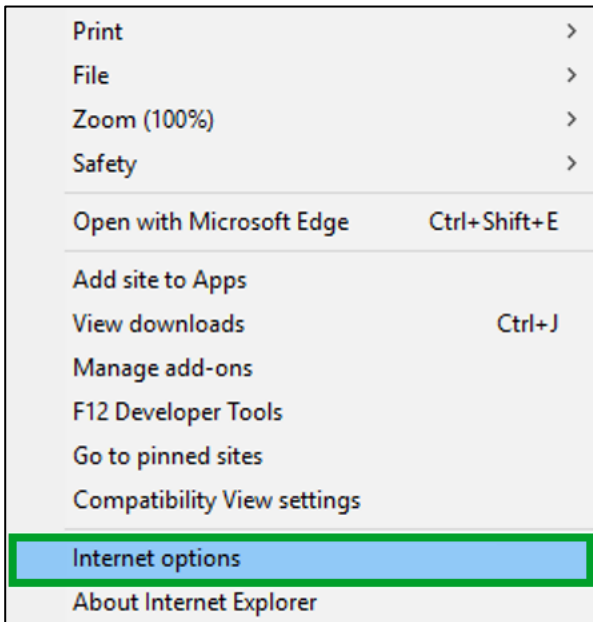
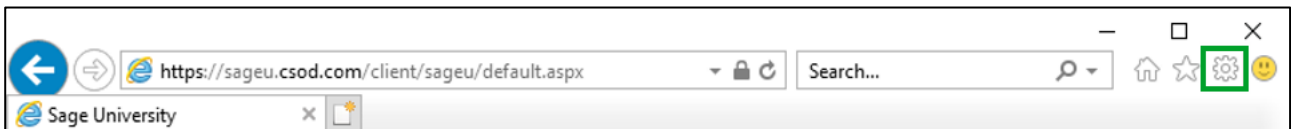


- Click on the **Close** button on the far right of the browser address bar.

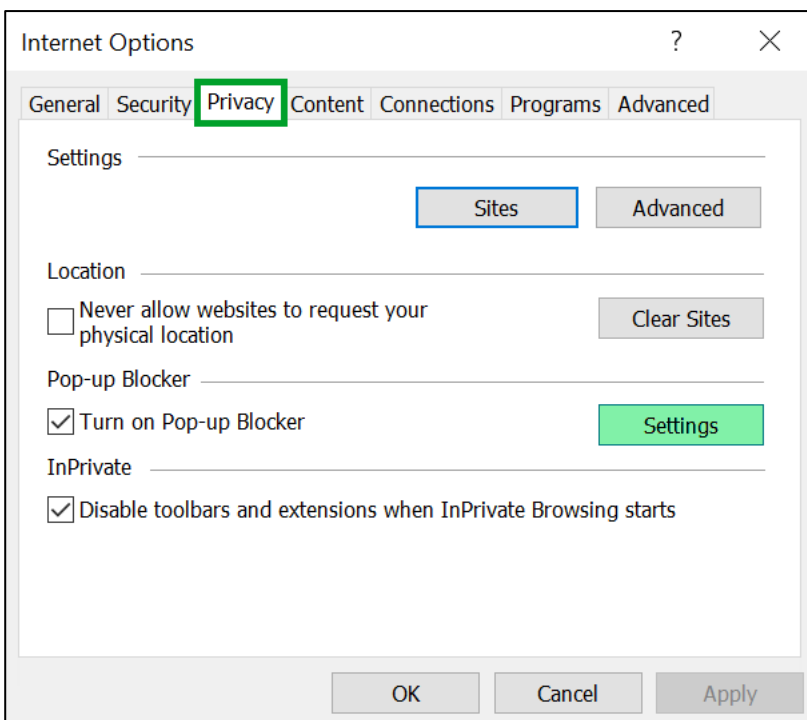


## Internet Explorer

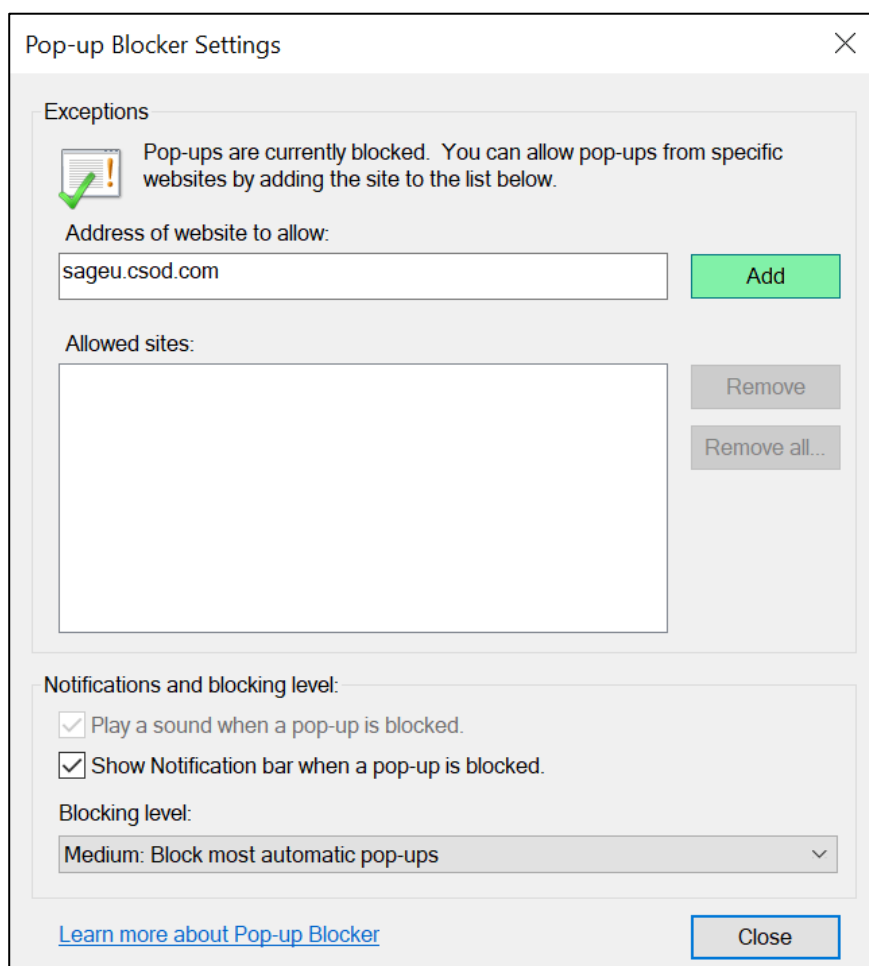
- Click the **gear icon** on the far right of the browser address bar and select **Internet options**.



- Click on the **Privacy** tab and click on **Settings**.



- The **Pop-up Blocker Settings** screen will be displayed. In the **Address of website to allow** field, enter **sageu.csod.com** and click on **Add**.

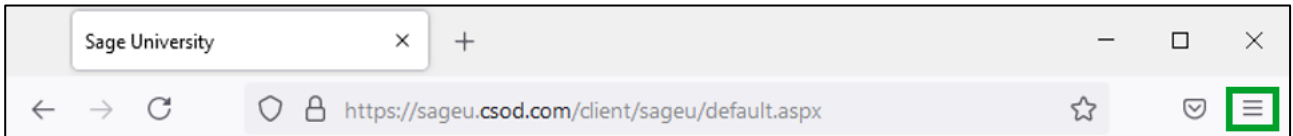


- Click on **Close** and then click on **OK** on the **Internet Options** screen.
- Click on the **Close** button on the far right of the browser address bar.

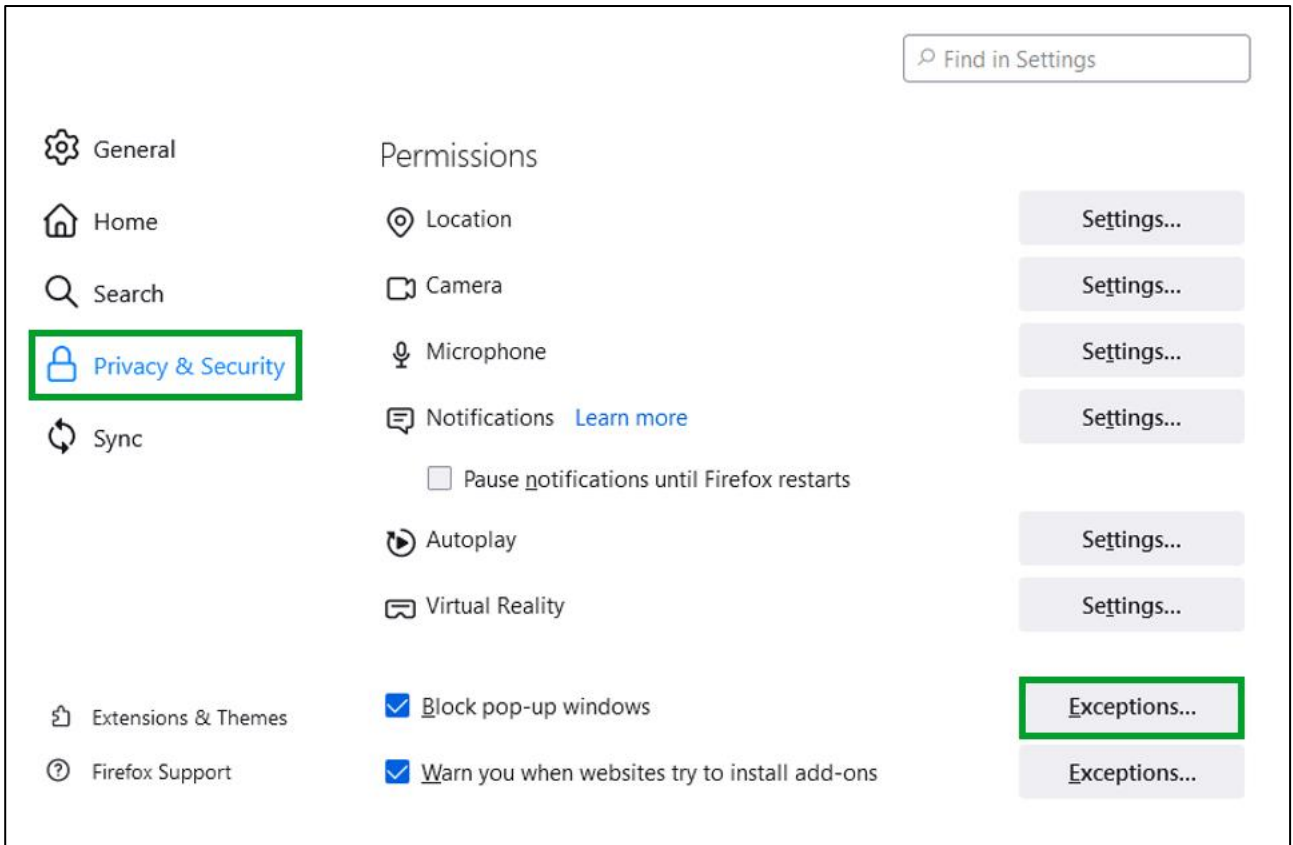


## Mozilla Firefox

- Click the **hamburger menu** button on the far right of the browser address bar and select the **Settings** option.



- Click on **Privacy & Security** and scroll down to **Permissions**. Click on **Exceptions** next to **Block pop-up windows**.



- In the **Address of website** field, enter **sageu.csod.com** and click on **Allow**.

Allowed Websites - Pop-ups

You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you want to allow and then click Allow.

Address of website

sageu.csod.com

Allow

Website	Status
---------	--------

Remove Website

Remove All Websites

Save Changes

Cancel

- Click on **Save Changes**.

Allowed Websites - Pop-ups

You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you want to allow and then click Allow.

Address of website

Allow

Website	Status
http://sageu.csod.com	Allow
https://sageu.csod.com	Allow

Remove Website

Remove All Websites

Save Changes

Cancel

- Click on the **Close** button on the far right of the browser address bar.





## Questions

**Email:** [SageUniversityTraining@sage.co.za](mailto:SageUniversityTraining@sage.co.za)

View our [FAQs](#)

---

# Sage

© Sage Group plc or its licensors. All rights reserved.

**Document Version:** February 2023