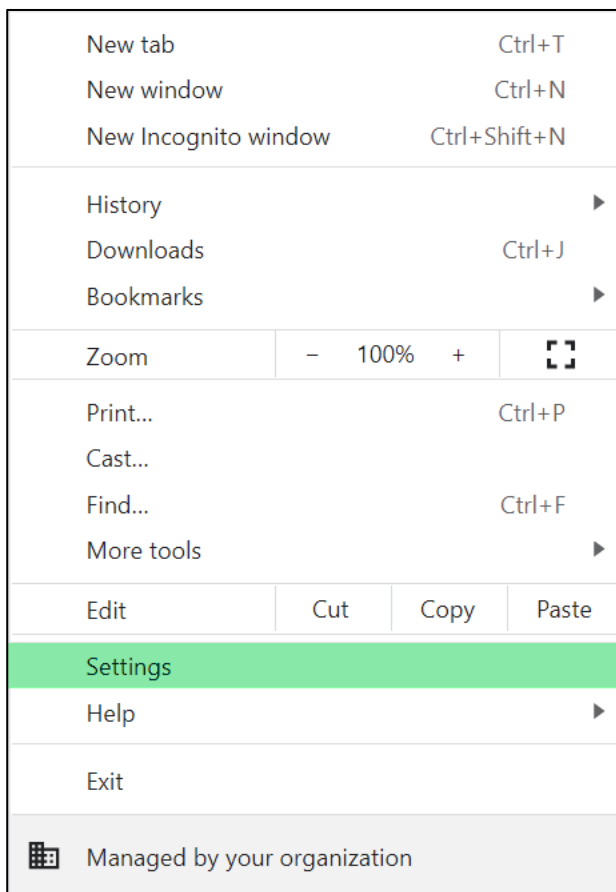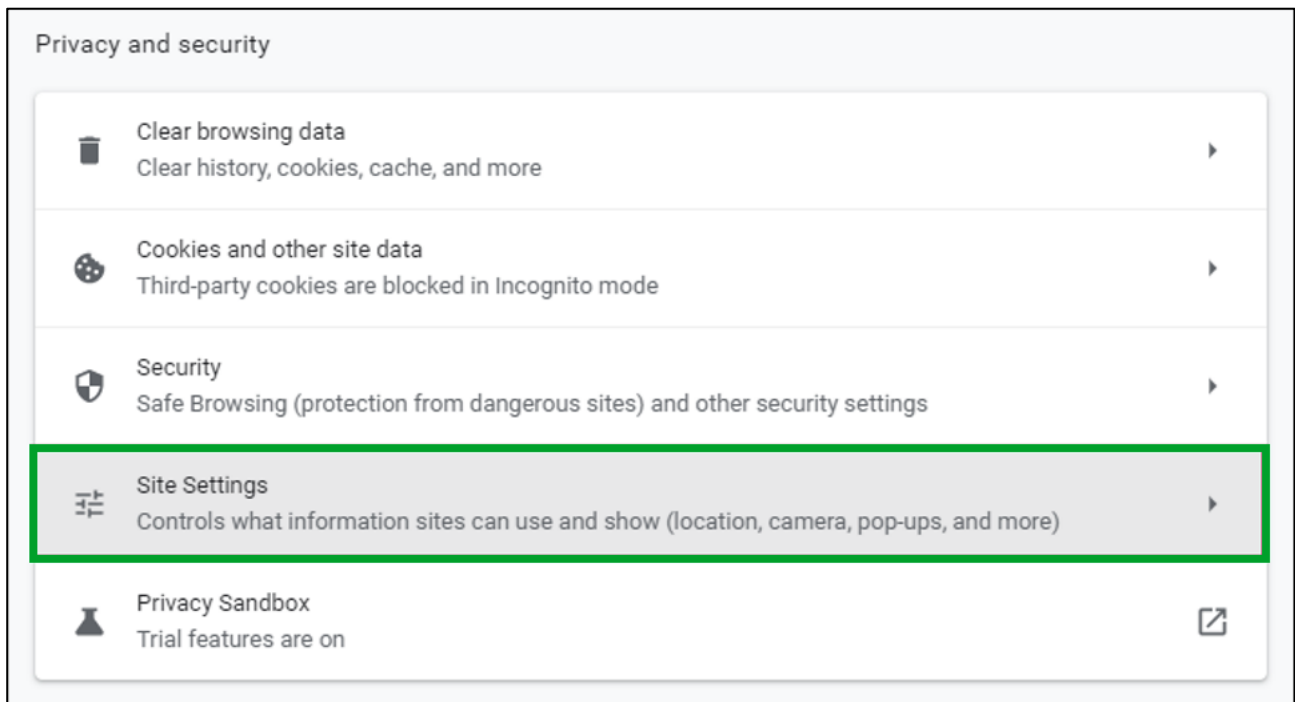# My e-learning does not display. What must I do?

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.
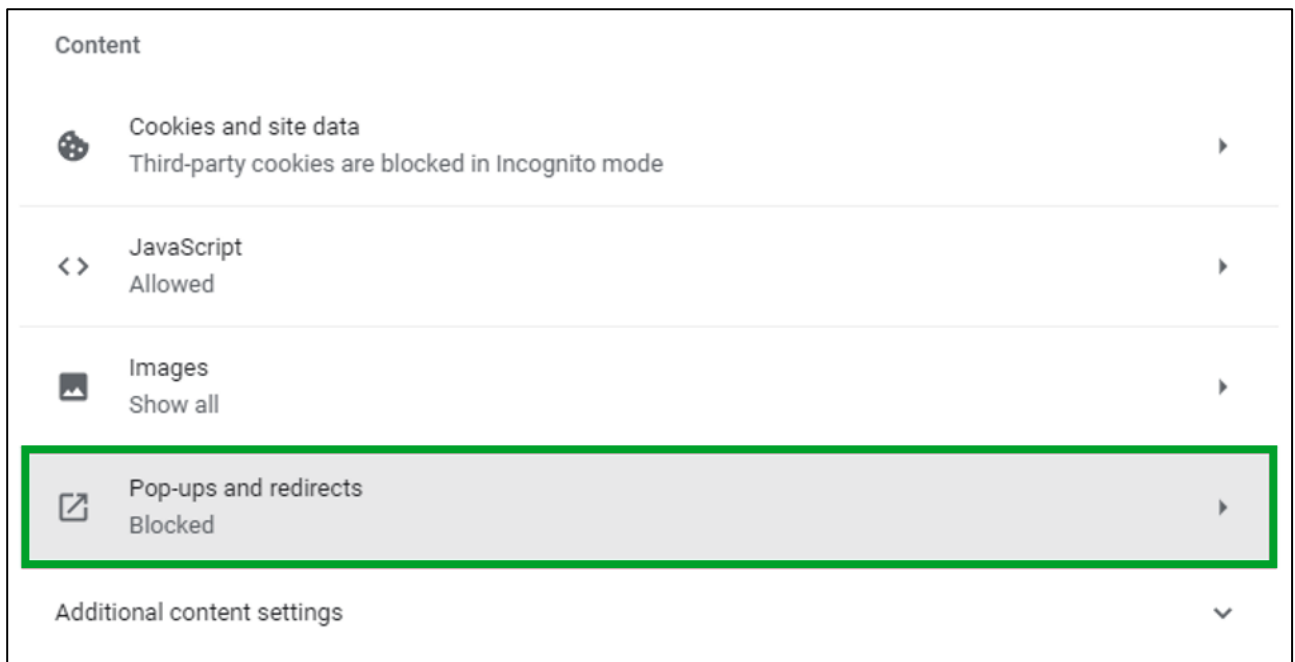
Chrome

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

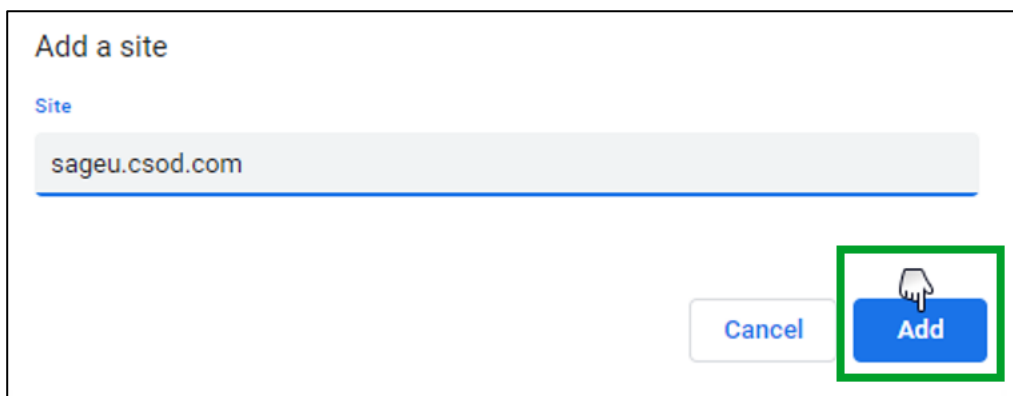- In the **Privacy and security** section, click on **Site Settings**.

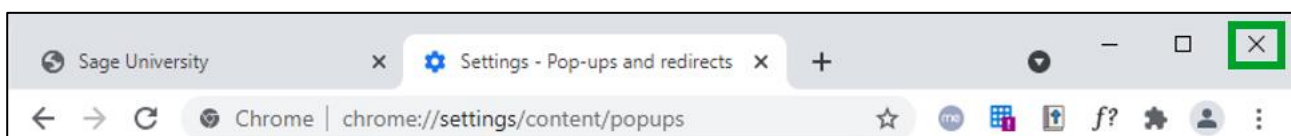- Scroll down to the **Content** section and click on **Pop-ups and redirects**.

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

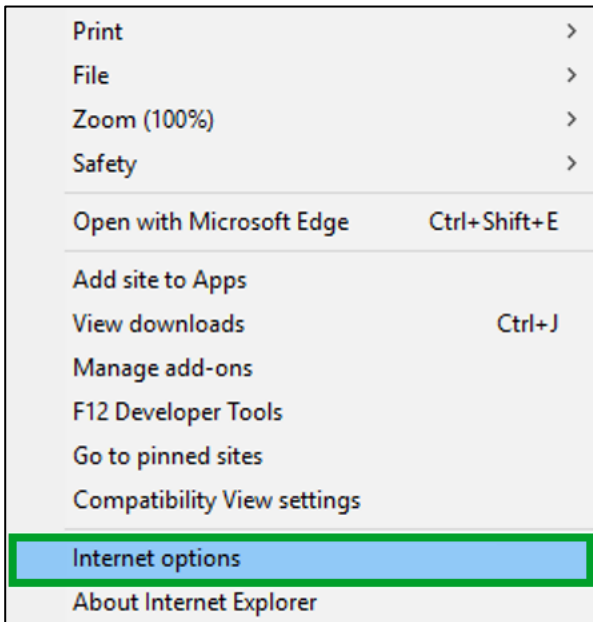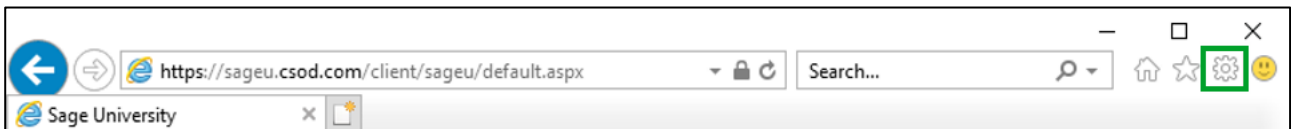- In the **Site** field, enter **sageu.csod.com** and click on **Add**.

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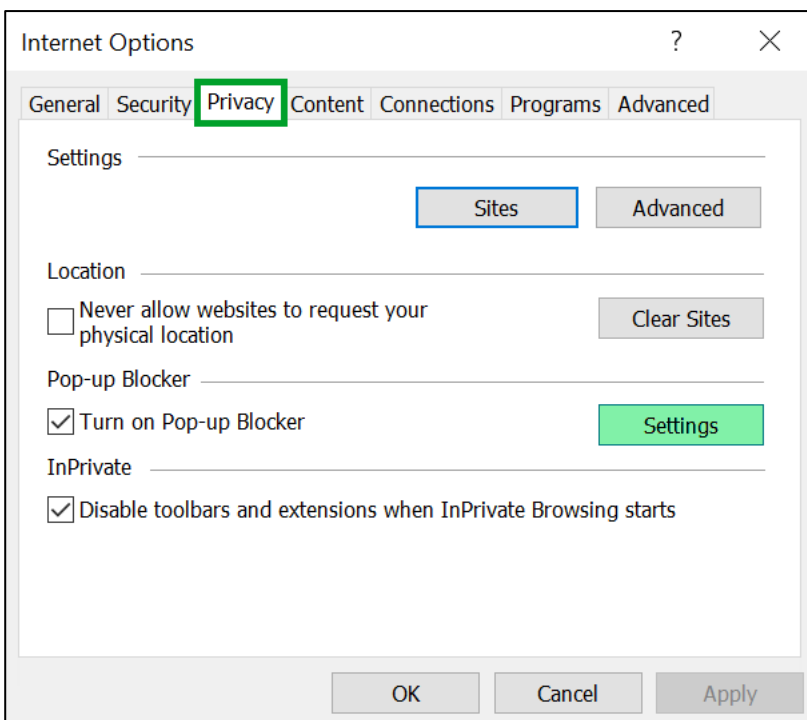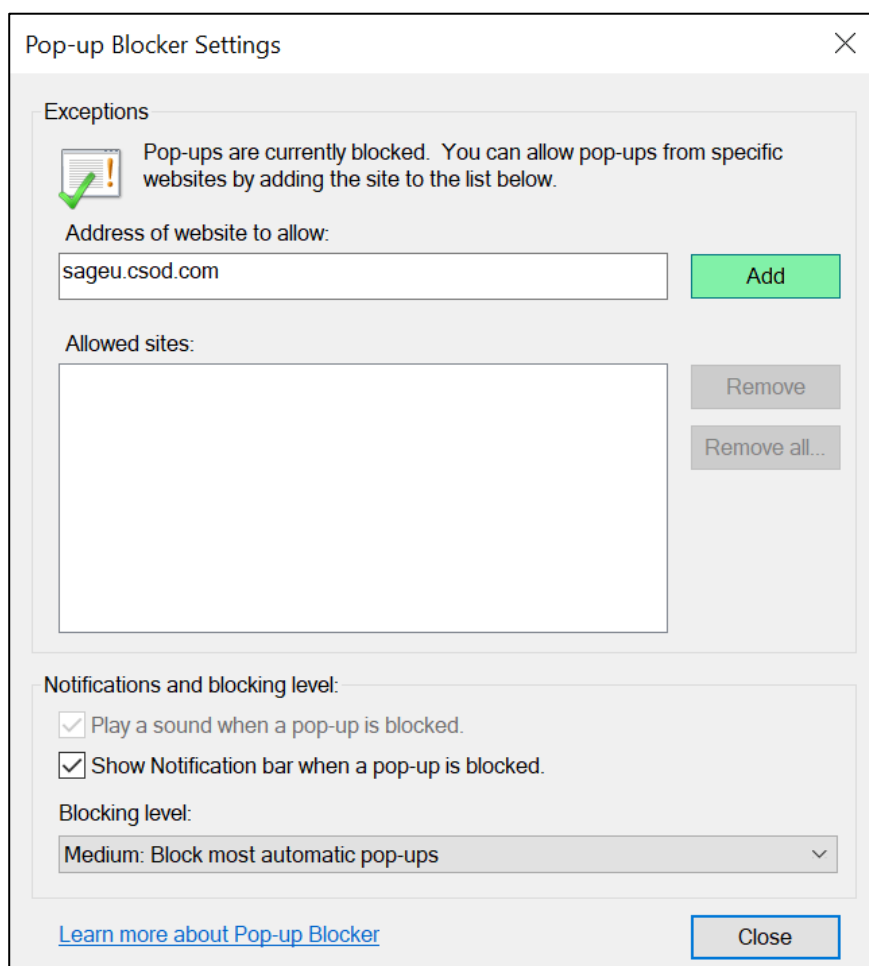
Internet Explorer

- 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**.
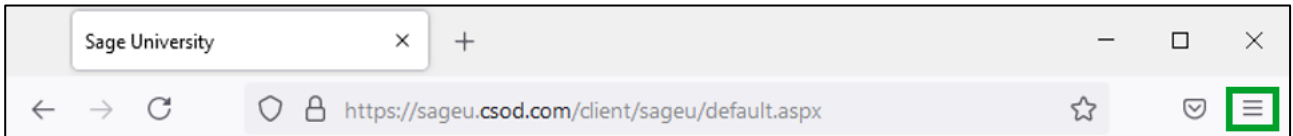

- Click on **Close** and then click on **OK** on the **Internet Options** screen.

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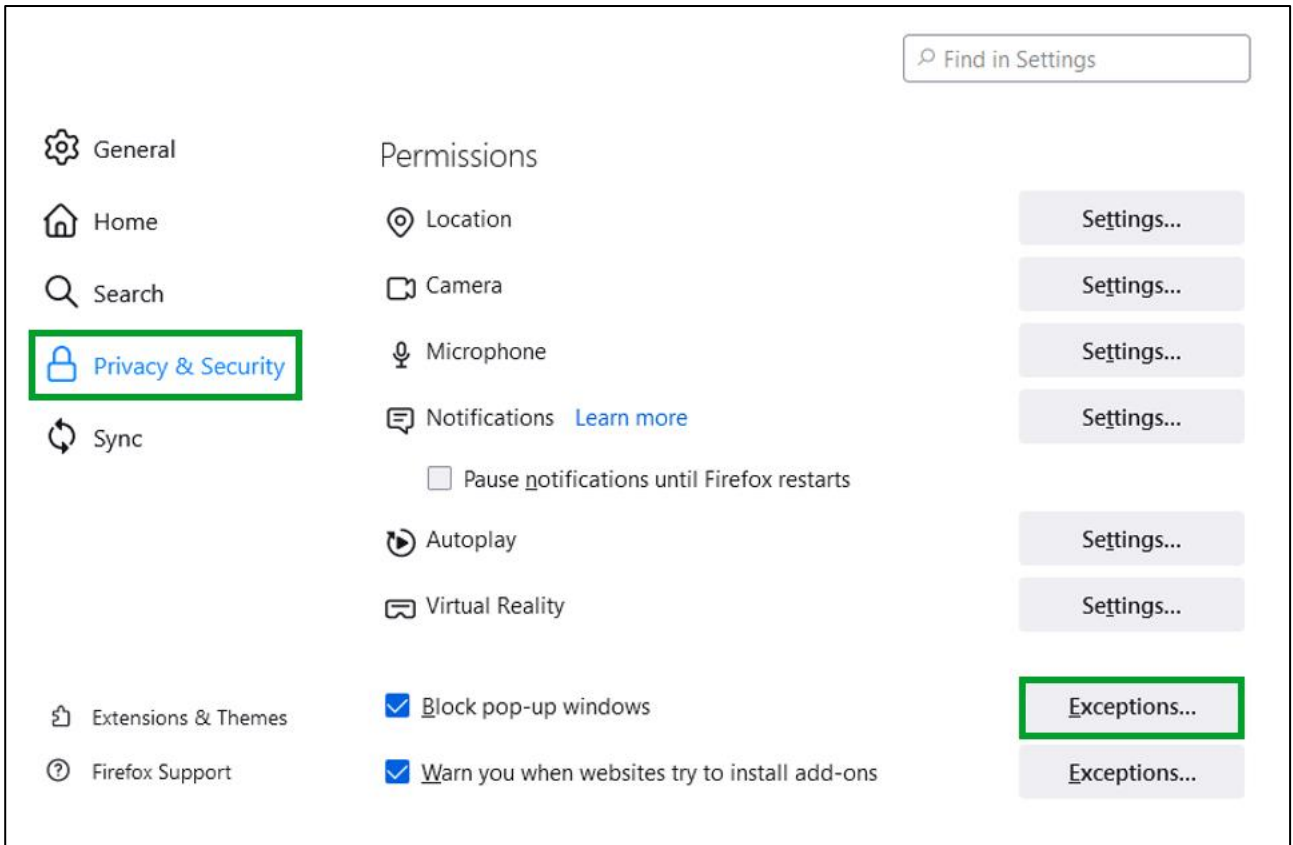
Mozilla Firefox

- 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**.

- Click on **Save Changes**.

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

Questions

Email: SageUniversityTraining@sage.co.za

View our **FAQs**

Sage

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