Allowing Pop-up Boxes

New Mexico Waiver Training Hub – 2/27/2023

This document will help you enable pop-ups for the New Mexico Waiver Training Hub website found at https://ddsdtrain.cdd.unm.edu/

Pop-ups are smaller browser windows that a site might open to show additional information. The training hub site uses these pop-ups for many reasons, including the following:

- Changing your password when logging in
- Viewing the wrong answers after a competency attempt
- Viewing certificates after passing a course
- Running certain reports

Allowing pop-ups will let the site work as expected and will reduce frustration for you as a user.

You can click on the Table of Contents below to jump to instructions for the appropriate browser.
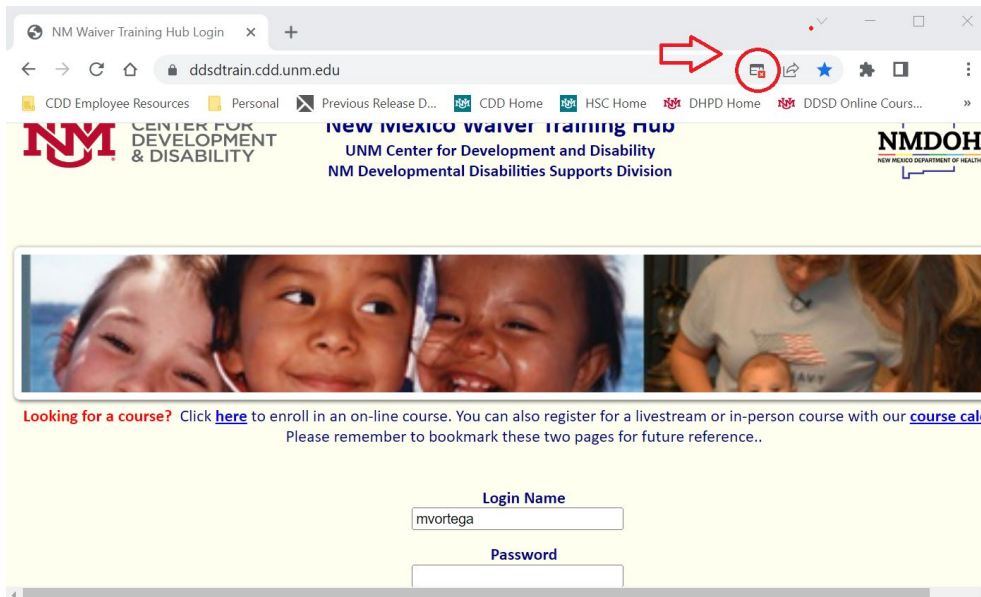
Table of Contents:

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505.272.3000 | University Center for Excellence in Developmental Disabilities Education, Research and Service

https://hsc.unm.edu/cdd/
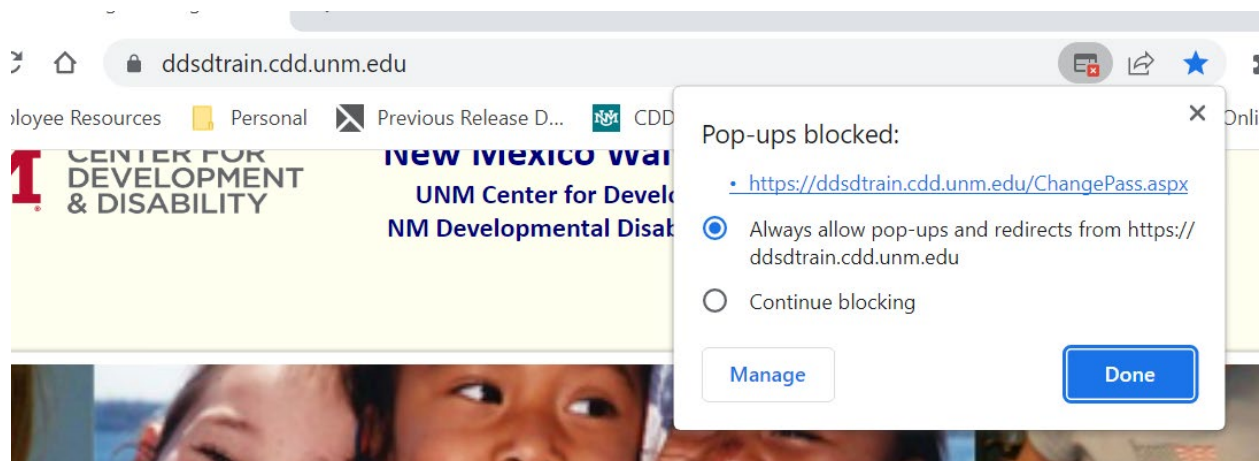
Chrome

By default, Google Chrome blocks pop-ups from automatically showing up on your screen. When a pop-up is blocked, the address bar will be marked Pop-up blocked .

Method 1: If you're on a page where a pop-up has been blocked, click the Pop-up blocked icon in the address bar at the top of the page. (See below)

Note: If you're on the login page like in this example, you may need to attempt logging in once before the Pop-up blocked icon will appear.

Choose to allow pop-ups.

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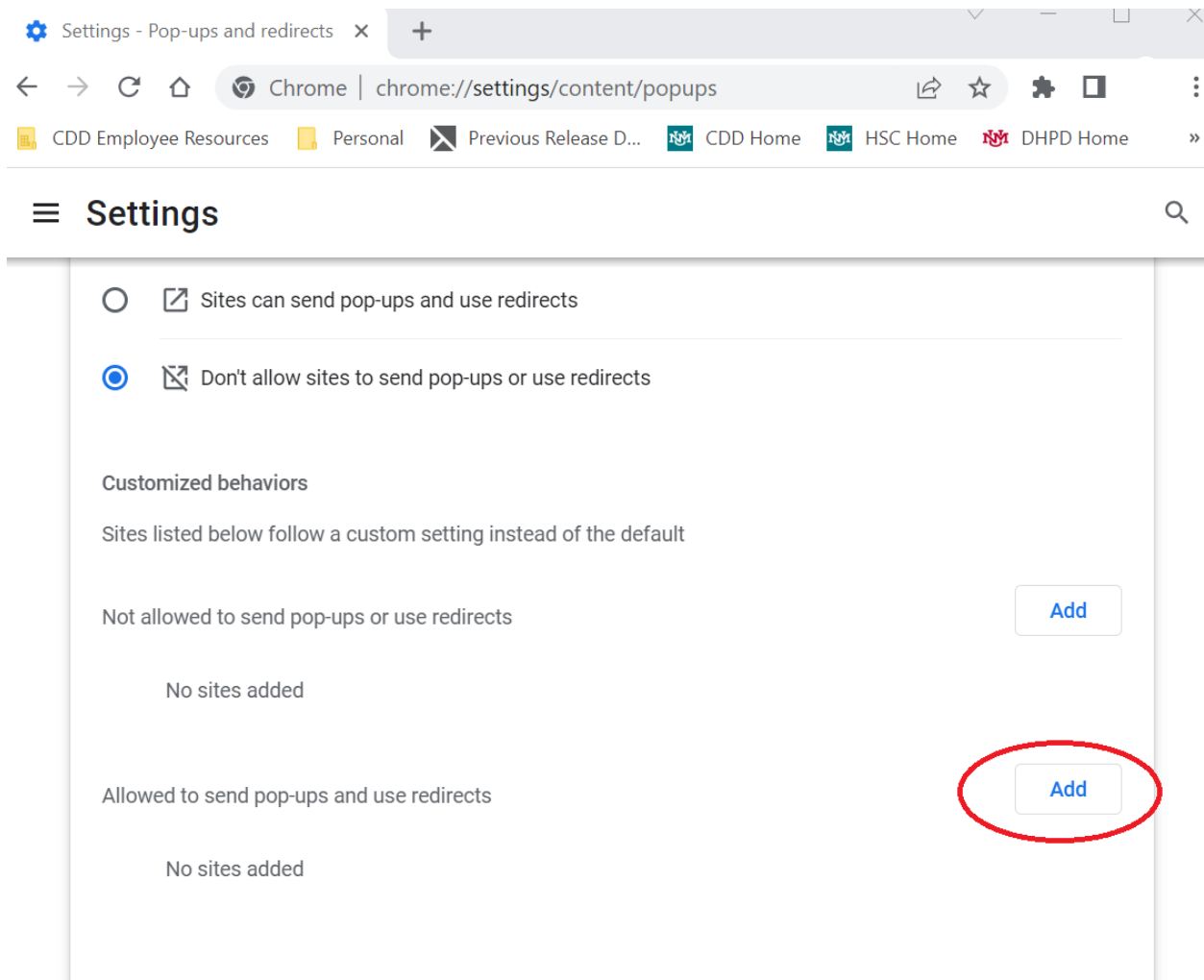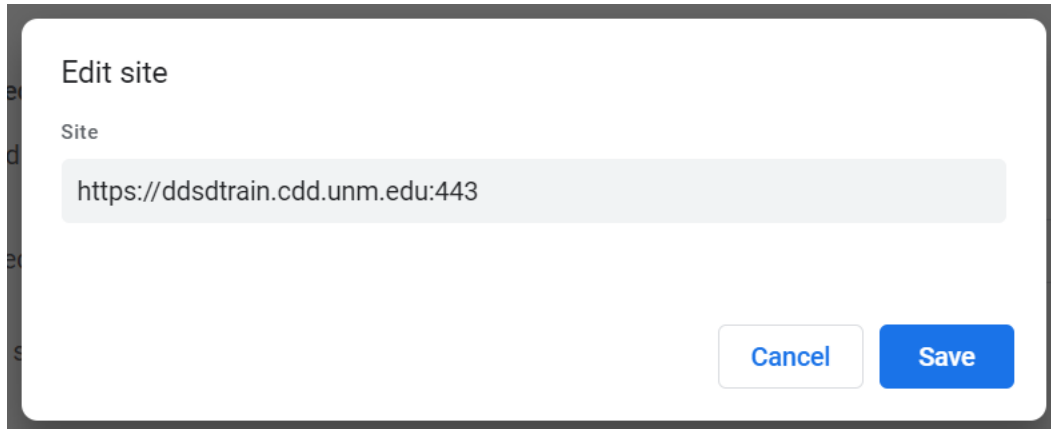## Method 2:

To add an exception for the training hub,

1. On your computer, open Chrome .
2. At the top right, click More ⋮ › **Settings**.
3. Click **Privacy and security** › **Site Settings**.
4. Click **Pop-ups and redirects**.
5. Under **Allowed to Send Pop-ups and Redirects**, click **Add**. (See below)

Type this address in: https://ddsdtrain.cdd.unm.edu:443

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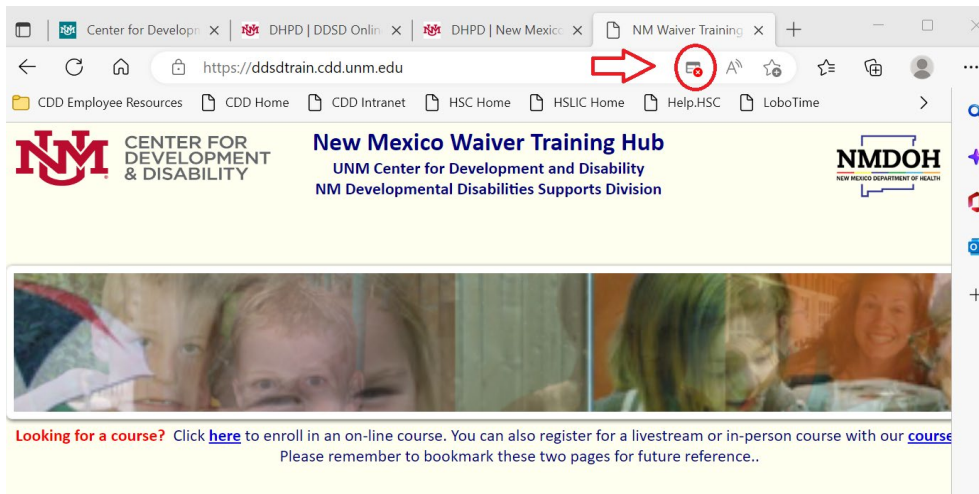
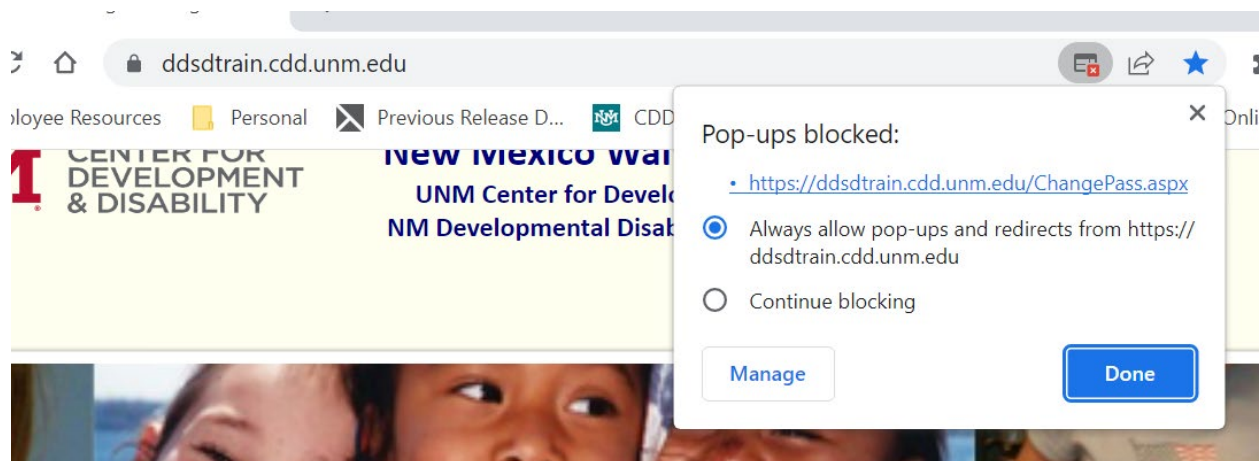Click Save and you'll be ready to go.

Edge

By default, Microsoft Edge blocks pop-ups from automatically showing up on your screen. When a pop-up is blocked, the address bar will be marked Pop-up blocked 🗔.

Method 1: If you're on a page where a pop-up has been blocked, click the Pop-up blocked 🗔 icon in the address bar at the top of the page. (See below)

Note: If you're on the login page like in this example, you may need to attempt logging in once before the Pop-up blocked 🗔 icon will appear.

Choose to allow pop-ups.

Method 2:

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To add an exception for the training hub,

1. On your computer, open Edge.
2. At the top right, click the three dots in the upper right corner ❯ **Settings**.
3. Search for **Pop-ups** and find **Pop-ups and Redirects** in the list.
4. Under **Allow**, click **Add**. (See below)

Type this address in: https://ddsdtrain.cdd.unm.edu:443

Click Add. After that, log in to the Training Hub again.

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Firefox

By default, Firefox blocks pop-ups from automatically showing up on your screen. When a pop-up is blocked, the address bar will warn you that a pop-up was suppressed.

Method 1: If you're on a page where a pop-up has been blocked, click the Pop-up blocked 🔲 icon in the address bar at the top of the page. (See below)

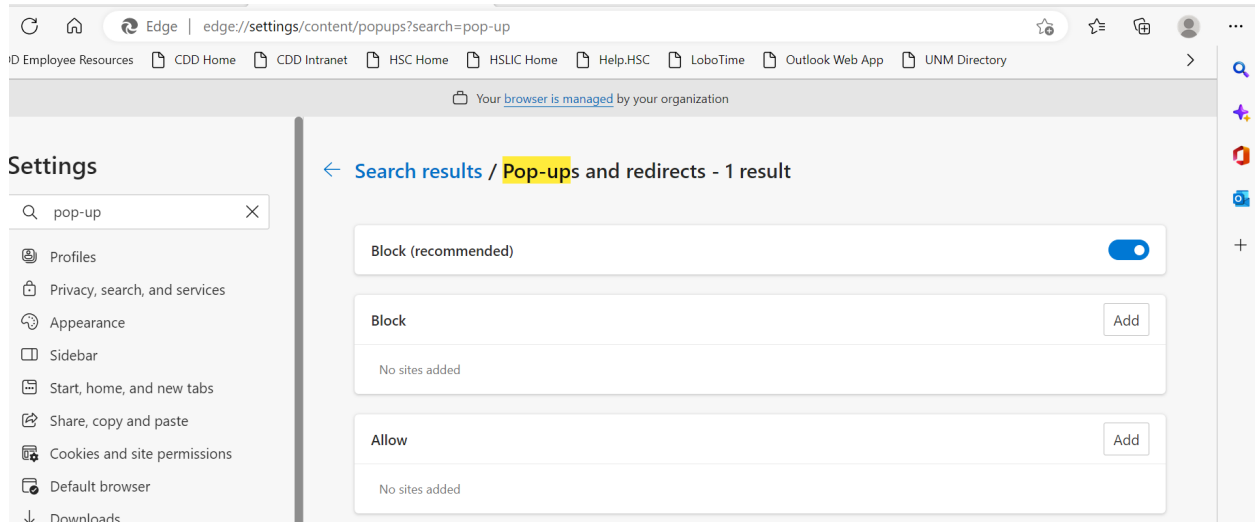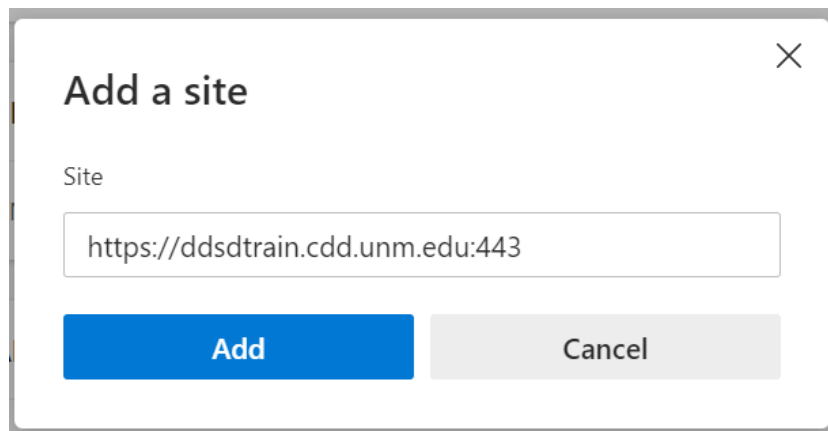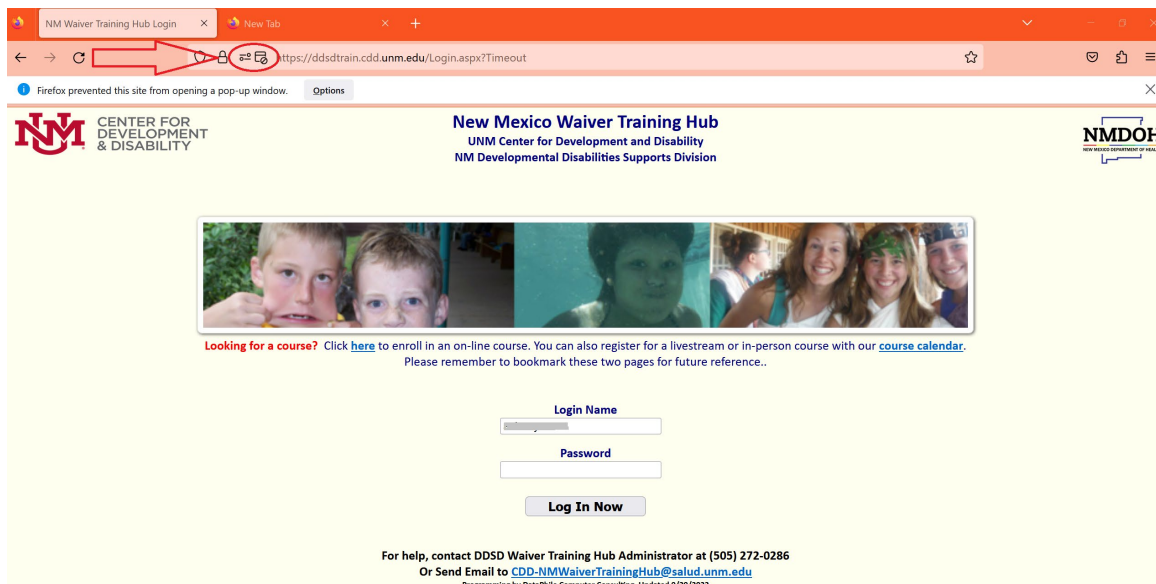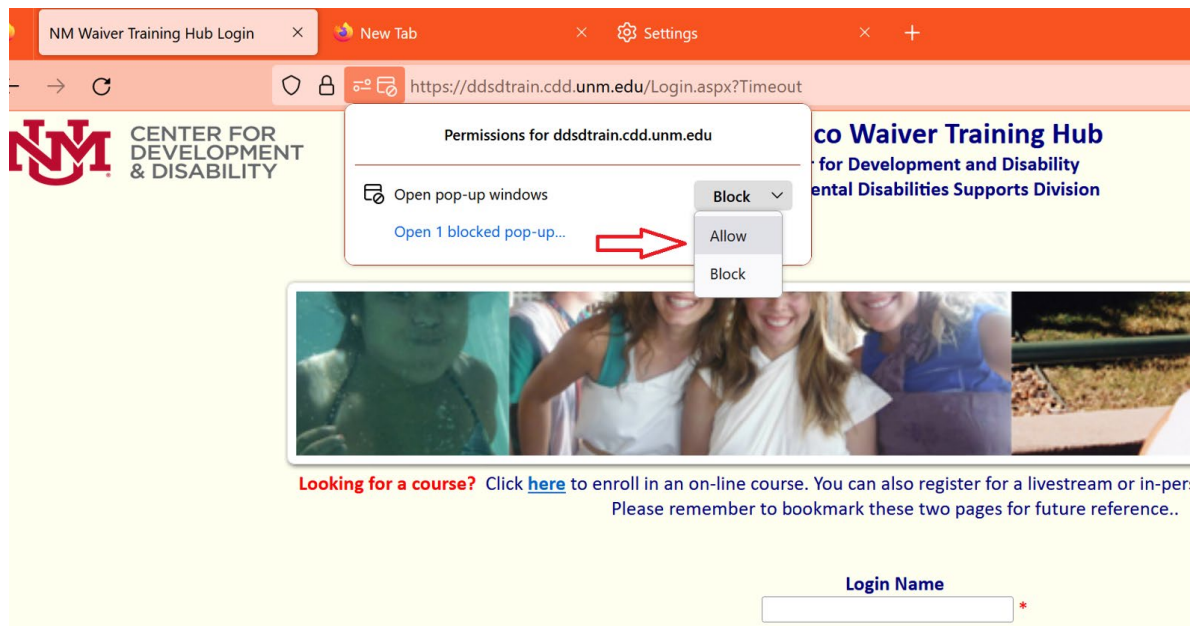Note: If you're on the login page like in this example, you may need to attempt logging in once before the Pop-up blocked 🔲 icon will appear.

Choose to allow pop-ups for ddsdtrain.cdd.unm.edu. (See below)

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Method 2:

To add an exception for the training hub,

1. On your computer, open Firefox.
2. At the top right, click the **Settings Button** ≡.
3. Click **Privacy and security** › **Permissions**.
4. Near 'Block pop-up windows', click '**Exceptions**'.
5. Under **Address of website**, type ddsdtrain.cdd.unm.edu. Then click Save Changes. (See below)

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Now try logging in to the Waiver Training Hub again.

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Additional Help

If you've allowed pop-ups in your browser but the problem persists, or you have a browser not listed here, or you're having any other trouble logging in, contact the New Mexico Waiver Training Hub at:

CDD-NMWaiverTrainingHub@salud.unm.edu

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