How to Disable Pop-Up Blockers for Accessing your Pay Statement on a Computer

The HIP pay statement is generated as a pop-up when a .PDF file is produced. To view the pay statement on a computer, please see the instructions below for disabling pop-up blockers by browser.

- Chrome (Windows)
- Firefox (Windows)
- Internet Explorer (Windows IE 11.X)
- Chrome (Macintosh)
- Firefox (Macintosh)
- Safari (Macintosh)

CHROME (WINDOWS)

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.

Turn pop-ups **ON**

Computer

- 1. On your computer, open Chrome.
- 2. At the top right, click More Settings.
- 3. At the bottom, click **Advanced**.
- 4. Under "Privacy and security," click Content settings.
- 5. Click **Popups**.
- 6. At the top, turn the setting to Allowed.

<u>Android</u>

- 1. On your Android phone or tablet, open the Chrome app .
- 2. To the right of the address bar, tap More Settings.
- 3. Tap Site settings > Pop-ups.
- 4. Turn Pop-ups to Allowed.

iPhone & iPad

- 1. On your iPhone or iPad, open the Chrome app O.
- 2. Tap More Settings.
- 3. Tap Content Settings > Block Pop-ups.
- 4. Turn **Block pop-ups** on.

FIREFOX (WINDOWS)

- 1. Click the **Firefox** menu in the left-hand corner of the window.
- 2. Select **Options**.
- 3. Click Content.
- 4. To disable the pop-up blocker, uncheck the **Block pop-up windows** box.
- 5. To allow specific pop-ups, click **Exceptions** and enter the URL hip.hawaii.gov
- 6. Close the window.
- 7. Click OK.

<u>INTERNET EXPLORER (WINDOWS IE 11.X)</u>

- 1. Click **Tools**.
- 2. Select Internet options.
- 3. Under the privacy tab.
- 4. Click Pop-up Blocker.
- 5. Click Turn Off Pop-up Blocker.

CHROME (MACINTOSH)

By default, Chrome will notify you when a pop-up is blocked and give you an option to see it. To turn off pop-up blocker, follow these instructions:

- 1. Click the **Customize and control Google Chrome** menu (the three horizontal bars in the upper right corner)
- 2. Select **Settings**.
- 3. Click the **Show advanced settings...** at the bottom.
- 4. Under **Privacy**, click the **Content Settings** button.
- 5. To disable the pop-up blocker, check the Allow all sites to show pop-ups box.
- To enable pop-ups on specific sites, check **Do not allow any site to show pop-ups** (recommended) and click **Exceptions** and enter the URL https://hip.hawaii.gov. (University of Hawaii employees will enter URL https://hihpsso.hip.hawaii.gov/.)

FIREFOX (MACINTOSH)

- 1. Select **Preferences** from the **Firefox** menu. (Three horizontal bars in the upper right corner.)
- 2. Choose the **Content** button.
- Uncheck the Block pop-up windows box or click on exceptions and enter the URL https://hip.hawaii.gov. (University of Hawaii employees will enter URL https://hihpsso.hip.hawaii.gov/.)
- 4. Click allow and save changes.

SAFARI (MACINTOSH)

- 1. From the Safari menu (top left next to Apple logo), select Preferences.
- 2. Click **Security** at the top of the window.
- 3. Uncheck the **Block pop-up windows** box.