


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.

Jump to the type of browser you're using:

- [Chrome \(Windows\)](#)
- [Firefox \(Windows\)](#)
- [Internet Explorer \(Windows IE 8 and earlier\)](#)
- [Internet Explorer \(Windows IE9 and later\)](#)
- [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**.

Android

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 .
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**.

INTERNET EXPLORER (WINDOWS IE 8 AND EARLIER)

1. Click **Tools**.
2. Click **Pop-up Blocker**.
3. Click **Turn Off Pop-up Blocker**.

INTERNET EXPLORER (WINDOWS IE 9 AND LATER)

1. Click the **GEAR** icon and select **Internet Options**.
2. Select the **Privacy** tab.
3. Uncheck **Turn on Pop-up Blocker** to disable the pop-up blocker.
4. Click the **Settings** button to disable pop-up blockers for the URL – hip.hawaii.gov sites.
5. Click **OK**.

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.
6. 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 – 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.
3. Uncheck the **Block pop-up windows box** or click on exceptions and enter the URL – hip.hawaii.gov – and 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.