

Allowing Pop-ups for the www.lacitizens.com LPMS Program

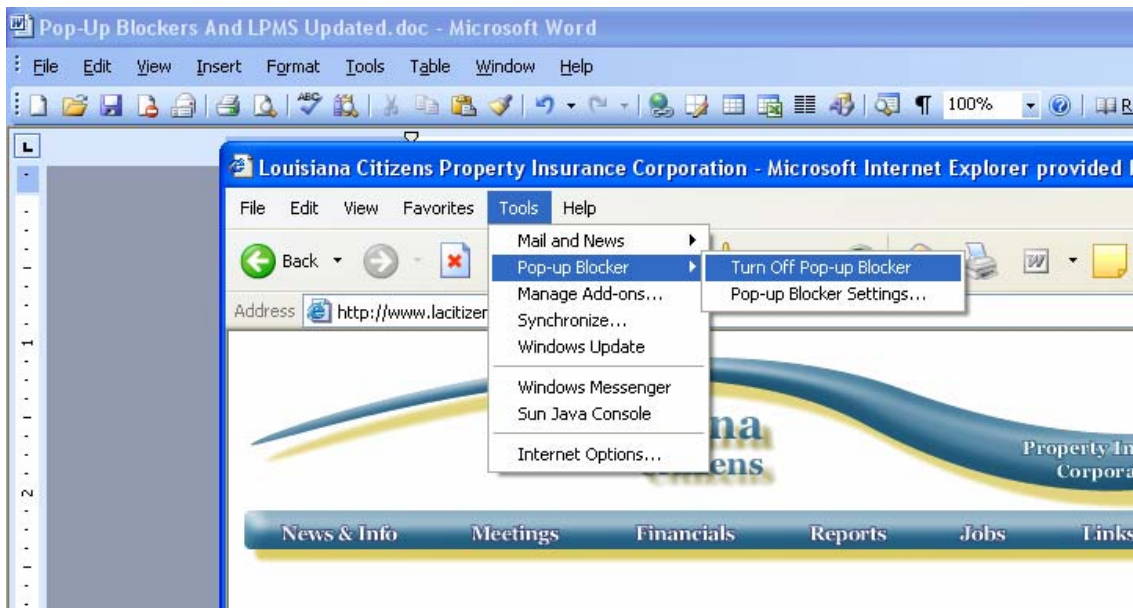
Identify and disable Pop-up Blocking wherever found. Keep in mind that there may be multiple Pop-Up Blocking applications running simultaneously. It is also very likely that you did not knowingly install or activate them. The screenshots below can help you identify Pop-Up Blockers on your PC.

Once you have successfully identified and disabled Pop-Up Blocking, close all windows and attempt to log in to the LPMS Quote again.

This will disable pop-ups if the pop up blocker being used is the built-in Microsoft Pop-up Blocker for Internet Explorer (IE).

Using IE explorer:

1. Click on **tools** on the menu items at the top of your browser.
2. Navigate down to *pop-up blocker*.



3. Click on Turn off Pop-up Blocker.
4. Close down any websites you may have open and return to login screen for the LPMS quote program (www.lacitizens.com).

OTHER POPULAR POP-UP BLOCKERS:

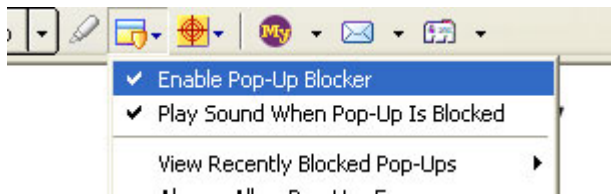
This document is assuming you are using Microsoft's Internet Explorer (IE) 5 or greater.

There are a number of pop up blockers that may be installed on your machine which will prevent you from accessing the www.lacitizens.com **LPMS Application**. I have put together some steps for disabling a few popular ones like **Yahoo, MSN, Google and AOL**.

Even if you do not see these toolbars, they still may be installed and blocking pop-ups. If you click on the *view* menu item (located next to *edit* menu item) and then go to toolbars, you will see all the toolbars you may have installed.

1. To Disable the Yahoo Toolbar Pop-up Blocker:

On the Yahoo Tool Bar, click the Tool Item as shown.



1. Select **Enable Pop-Up Blocker**
2. **Ensure pop-up blocker is disabled.**
3. Log in normally.

When the pop-up blocker is disabled, the icon will change as shown below.



2. To Disable the Google Toolbar Pop-Up:

1. Click Options on the Google Toolbar to bring up the Toolbar Options Box.
2. Click Pop-up Blocker in the Accessories section to uncheck the box.
3. Click the Apply Button.
4. Click OK

3. To Disable the MSN Toolbar Pop-up Blocker:

MSN Toolbar is the latest of the toolbars, but is starting to gain popularity. As with Yahoo and Google Toolbars, it allows other features on top of Pop-Up Blocking. Below is the MSN Toolbar:



The following icon is the Pop-Up Blocker:



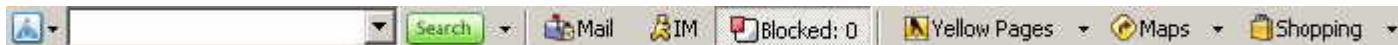
To disable Pop-Up Blocking, Click on the Down arrow to the right of the text to bring up the Menu:



Click on Allow Pop-ups. If you are still unable to log in, you may have more Pop-Blockers to identify and disable.

To Disable the AOL Toolbar Pop-up Blocker:

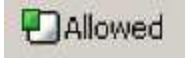
AOL Toolbar is another fairly new toolbar from one of the big Online Providers. Like the others, this Toolbar offers multiple features, and appears in the browser as follows:



The following icon is the Pop-Up Blocker:



To allow Pop-ups to appear, merely click on the icon. You should now see the following:



If you are still unable to log in, you may have more Pop-Blockers to identify and disable.

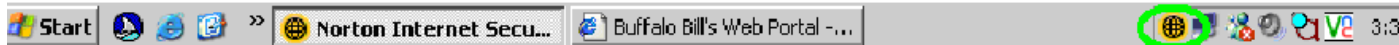
How to Disable Norton Internet Security Pop-Up Blocking

Disabling Pop-up Blocking

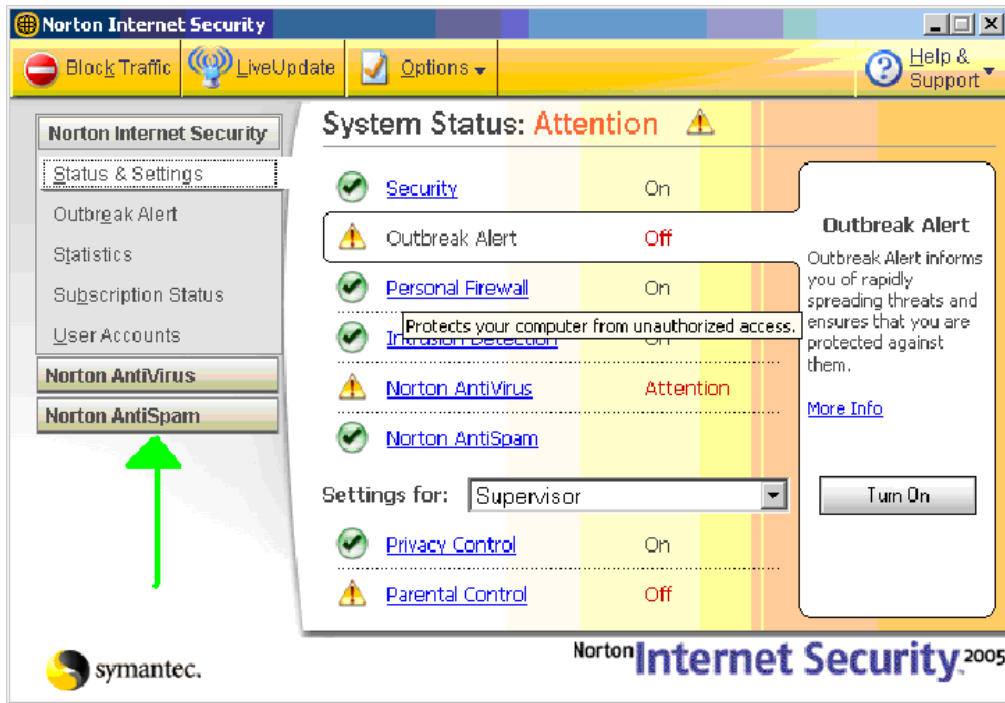
Bundled with many new computer software packages, Norton Internet Security's Pop-Up Blocking is now integrated into the browser and anti-virus software. Advice on disabling **Popup Blocking** and/or **Ad Blocking** is modeled below for the most recent versions, [2005](#) and [2004](#).

To disable pop-ups for Norton Internet Security 2005

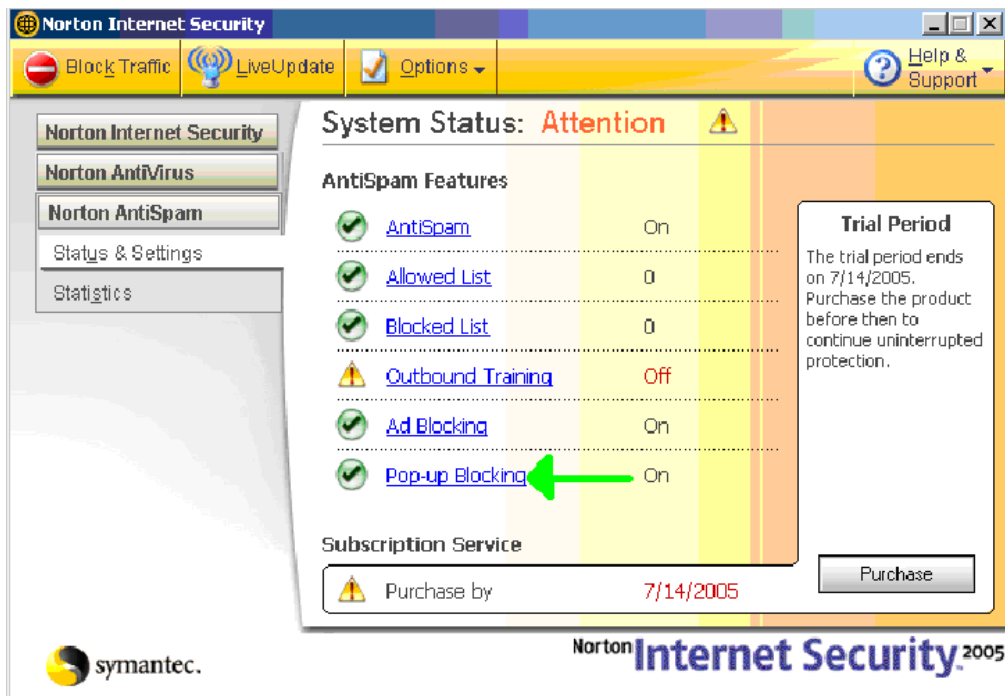
Norton Internet Security 2005 usually adds a yellow and orange orb icon to your system tray in the Windows taskbar. **You may be able to right-click on it and Disable.**



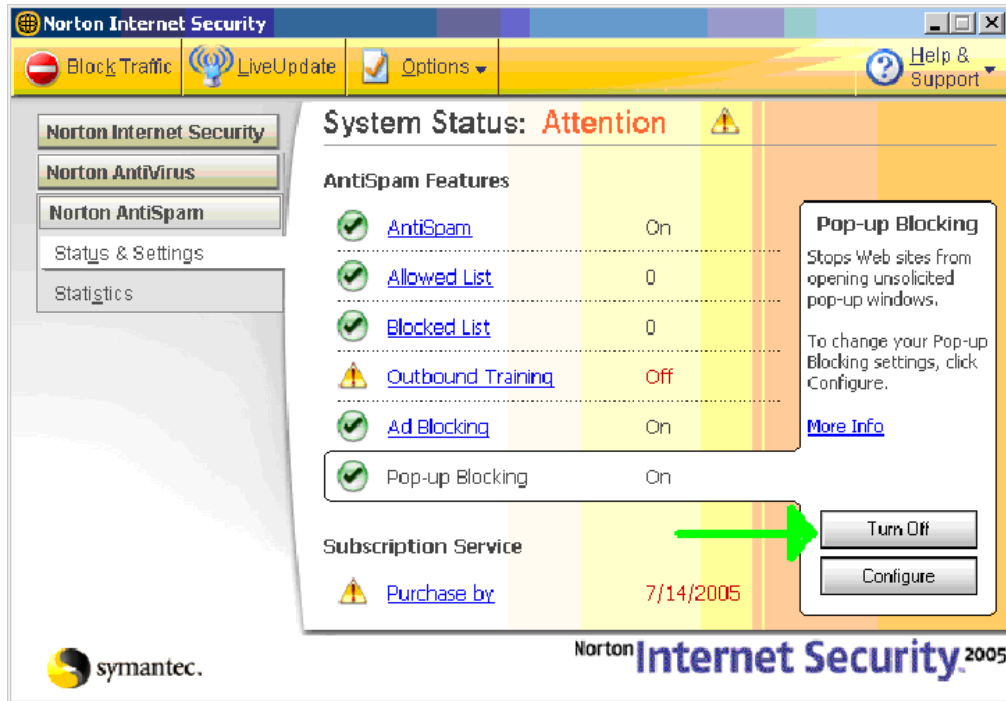
Otherwise, click on Start>Programs>Norton Internet Security>Norton Internet Security. In the left hand pane of the Norton Internet Security window **click on Norton AntiSpam.**



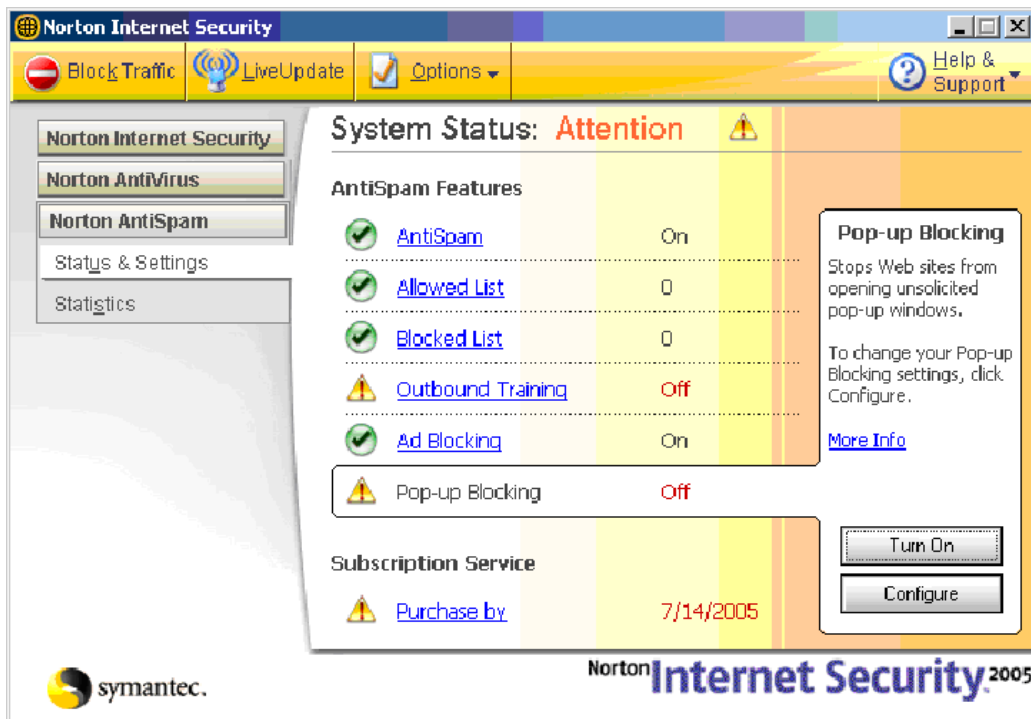
Choose the **Status and Settings** view under Norton AntiSpam. If Settings for Pop-up Blocking display a green checkmark, then Turn Off Pop-up Blocking. To do this, **Click on the words Pop-up Blocking**.



The **Pop-Up Blocking Pane** should appear in the right hand pane. Next click **Turn Off**.



When Norton Internet Security 2005 Pop-up Blocking is turned off your screen should look like the window below.



Once this is done, the user should be able log into the LPMS Quote Program. If you are still unable to log in, you may have more Pop-Blockers to identify and

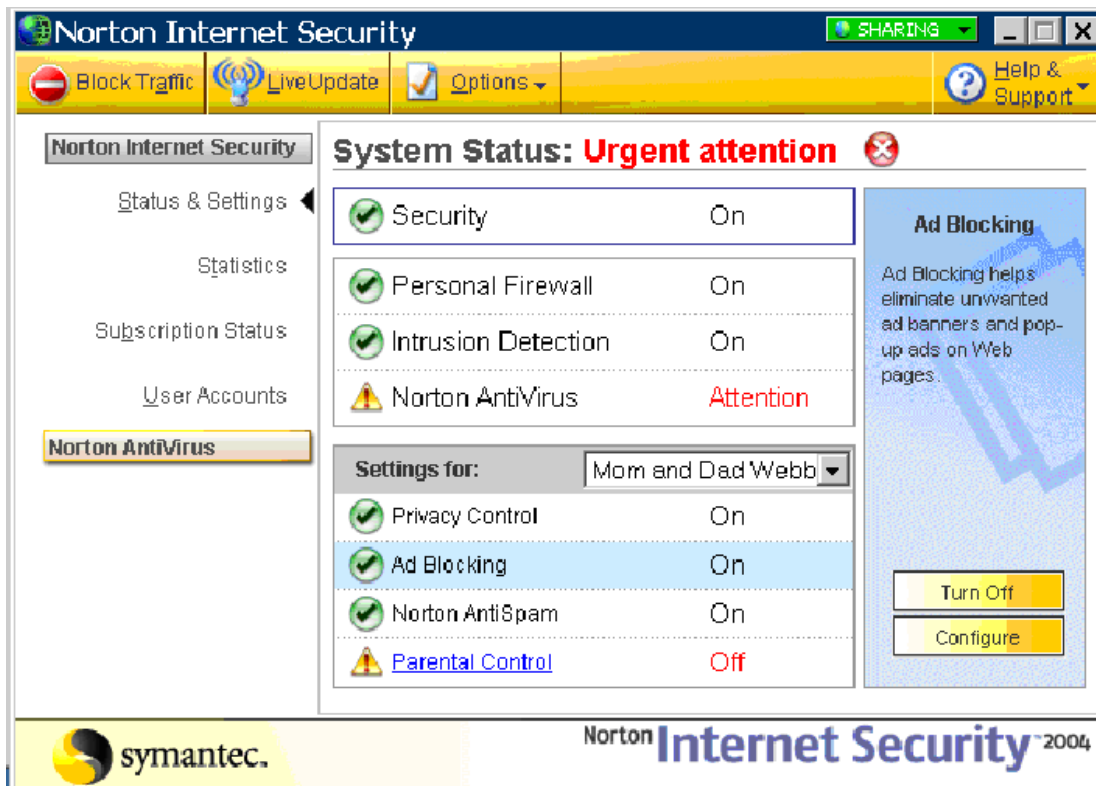
disable. In the case of this, you may want to have whoever handles your computers discover the cause and disable or allow for *.lacityzens.com.

To disable pop-ups for Norton Internet Security 2004

Norton Internet Security 2004 usually adds a blue and green orb icon to your system tray in the Windows taskbar. **You may be able to right-click on it and Disable.**



Otherwise, click on Start>Programs>Norton Internet Security. In the left hand pane of the Norton Internet Security window choose the **Status and Settings** view under Norton Internet Security. If Settings for Ad Blocking display a green checkmark, then Turn Off Ad Blocking. To do this, Click on the words **Ad Blocking**. The **Ad Blocking Pane** should appear in the right hand pane. Next click **Turn Off**.



Once this is done, the user should be able log into the LPMS Quote Program. If you are still unable to log in, you may have more Pop-Blockers to identify and

disable. In the case of this, you may want to have whoever handles your computers discover the cause and disable or allow for *.lacityens.com.