
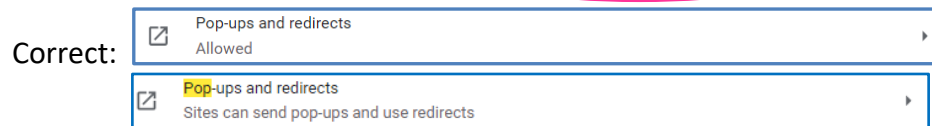
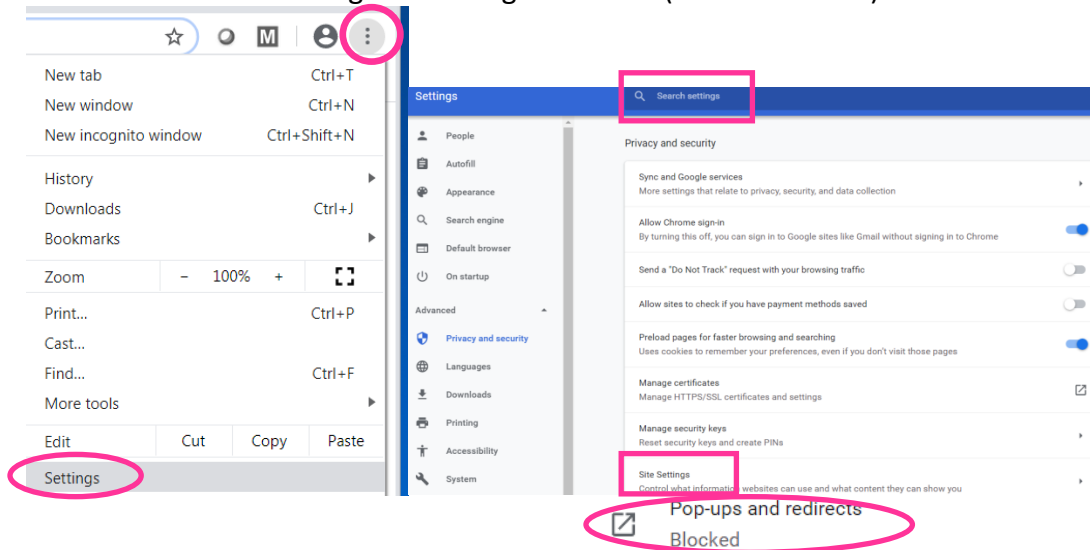


HealthStream Course Troubleshooting


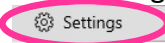
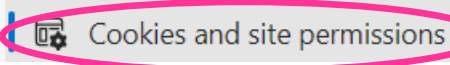
1. Check to **Turn off Pop-Up Blocker** in the browser

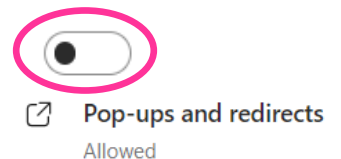
➤ **Google CHROME**


- Click the ellipsis  in the top right corner, click **Settings**
- Enter “pop” in the Search Settings box > **Site Settings**
- Click **Pop-ups and redirects** > if Not Allowed or Blocked, click to Allow, or slide the white dial in the right to the right to allow (it will turn blue)



➤ **Microsoft EDGE**

- Click the ellipsis in the upper right-hand corner 
- Click **Settings** 
- Click **Cookies and Site Permissions** 
- Scroll down to **Pop-Ups and Redirects** = (click) to turn off
Or if this display order differs, search “pop”



NOTE: Do NOT use Internet Explorer 
(It is no longer supported and your course will not play correctly)