IT How to Guides
Allowing Cookies and Pop-ups

When you access the internet, you use a 'web browser' or 'browser' such as Internet Explorer, Google Chrome, Mozilla Firefox or Safari. Most browsers, by default, block some pop-ups and cookies. But, to use the Student Portal, you need to allow both.

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What are pop-ups and cookies?

Pop-up windows or pop-ups are windows that appear automatically without your permission. In most browsers, you are notified if your browser has blocked a pop-up, and you can click the notification to change your settings. Pop-ups are used to access many tools in the Student Portal, such as Turnitin reports and lecture recordings.

Cookies are small pieces of data sent from a website you visit to your web browser. Cookies allow the Student Portal to recognise you when you return to the site.

Google Chrome

To enable pop-ups:

If you are in the Portal trying to access something and a new window does not open, you will see a small window icon appear next to the star in the top, right-hand corner of your page. Click the icon and select the option "always allow pop-ups from my.navitas-professional.edu.au"

OR You can click on the Chrome menu (the three gray bars in the top-right corner) and click 'Settings'. Click 'Show advanced settings...' at the bottom of the page. Click on 'Content Settings' in the Privacy section. Select "All all sites to show pop-ups" under Pop-ups.

To enable cookies:

- Click the Chrome menu (it looks like three gray, stacked bars in the top right-hand corner)
- Select Settings
- Near the bottom of the page, click 'Show advanced settings...'
- In the Privacy section, click **'**Content Settings'
- To enable cookies, select 'Allow local data to be set (recommended)'

For the most up-to-date information and further help, view [Chrome Help](#)

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Mozilla Firefox

To enable pop-ups:

When you try to access a resource that has a pop-up, you will see a horiztonal, cream bar at the top of the winow. Click on the Options button to the right of the bar and select 'Allow my.navitas-professional.edu.au'

OR you can click on the Firefox menu and select 'Options'. From the Options window select the content tab. Un-tick 'Block pop-up windows' and then press 'OK'.

To enable cookies: go to the Firefox menu

in the top left of your browser, then:

- Go to the Tools menu
- Select Options
- Select the Privacy icon
- Click on the box next to 'Allow sites to set cookies'. This should put a tick in the box.
- Click OK to Save changes.

For the most up-to-date information and further help, view [Mozilla Support](#)

Microsoft Internet Explorer

To enable pop-ups: To turn off the pop-up blocker, click on the Tools dropdown near the top right of the window, then select 'Pop-up blocker'. Finally, click on 'Turn off Pop-up Blocker'.

To enable cookies: go to the Internet Explorer menu (the icon looks like a cog wheel at the top right, under the exit button). Then:

- Go to the Tools menu, then Internet Options.
- Select the Privacy tab
- Click on the Default button or manually slide the bar down to Medium
- Click OK to save

For the most up-to-date information and further help, view [Internet Explorer help](#)

Apple Safari

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To enable pop-ups:

Depending on the version of Safari, there are two instructions offered:

1. When you have Safari open, you will see the "Safari" menu at the top, left-hand side of your screen. Click on the Safari menu and go to **Preferences**. Then, go to the **Security** tab. You will notice that 'Block Pop-Up Windows' is ticked. Click on it to un-tick that feature.

Or, 2. Click on the Safari menu (which looks like a cog wheel, and is situated on the top right, under the exit button). Then, deselect the 'Block Pop-Up Windows' option on the menu.

To enable cookies:

Go to the Safari setting menu (the cog icon under the exit button) and go to 'Preferences'. Then, go to the Privacy tab. Under the section 'Block cookies' choose "Never" or "From third parties and advertisers".

More information from Apple

Need more help?

Click here to download a step-by-step guide with screenshots

(Please note: if you have problems with your browser after allowing these, it may be because there is a security or anti-virus software on your computer that is configured to block cookies, either for all web sites or certain web sites. If you need assistance fixing this issue, please contact your software supplier.)

If you have any questions, please email the IT Help Desk helpdesk@my.navitas-professional.edu.au or call (02) 9964 6322 between the hours of 8am-7pm Monday-Friday.
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