# Epic MyChart Video Visits: How to Allow MyChart Pop-Ups

### **Chrome Browser:**

- 1. Click the Chrome menu button. This is on the upper-right of the browser and is indicated by 3 dots.
- 2. Select Settings.
- 3. On the left side of the page click **Privacy and Security**, click **Site Settings** on the right.
- 4. Click **Popups and redirects**. Click **Add** button to the right of **Allow** (not Block!).
- 5. Type ReliantMedicalGroup.org and then click Add

#### Safari Browser on MAC:

- 1. Click the Safari drop down menu
- 2. Select **Preferences** from the drop-down. Then click **Websites**
- Click Pop-up Windows located on the left side, Ensure the Block Pop-up window option is NOT checked. This ALLOWS pop-ups
- 4. Click the drop-down to allow ReliantMedicalGroup.org
- 5. Close and reopen Safari for changes to take affect

#### **Firefox Browser:**

- 1. Click the Open menu button (three bars) in the upper-right corner. Then click **Options**
- 2. Select Privacy & Security
- 3. Scroll down to Permissions
- 4. If **Block Pop-up windows** is not checked, you're done. If it is checked, click **Exceptions...** to the right of it and type **ReliantMedicalGroup.org** and then click **Allow** and **Save Changes**
- 5. Close and relaunch the Firefox browser for changes to take affect

## Microsoft Edge Browser (Use this browser instead of Internet Explorer):

- 1. Click the Windows Start button at the bottom-left corner and then click on the setting gear icon.
- 2. In the search box at the top of the Windows Setting window, type "pop" and press Enter
- 3. Click on **Block or allow pop-ups**
- 4. If Turn on Pop-up Blocker is not checked, you're done. If it is checked, click **Settings** to the right of it and type **ReliantMedicalGroup.org** and then click **Add** and **Close** and **OK**
- 5. Close and relaunch Edge for changes to take affect

#### iPhone or iPad iOS:

- 1. Open the **Settings** app in iOS and go to Safari browser
- 2. Under **General** on right side, toggle the switch **Block Pop-ups** to the OFF position

## Android phone or tablet:

- 1. Open the Chrome app. To the right of the address bar, tap the 3 dots and the click **Settings.**
- 2. Tap Site settings. Click Pop-ups and redirects. Make sure they are Allowed.