

## How to turn off pop-up blockers

For ProviderOne to work properly, your computer must be set to **allow pop-up windows!** Before accessing ProviderOne for the first time and/or if you are having trouble submitting claims in ProviderOne, you should ensure your internet browser is set to allow pop-ups.

**Note:** You will not be able to submit claims if pop-up blockers are on. If you try to submit claims with pop-up blockers on, you will receive the error message *“The information you are trying to submit has been queried by another user”*. The directions below will show you how to turn off pop-up blockers/allow pop-ups for the most common web browsers. If you need additional assistance, contact the Health Care Authority’s medical assistance customer service center (MACSC) at 1-800-562-3022.

### Google Chrome:

1. Open Google Chrome and click on the three vertical dots in the top right corner of your browser
2. Scroll down to the bottom and click **Settings**
3. Click **Privacy and Security**
4. Click **Site Settings**
5. Click **Pop-ups and redirects**
6. Select the box next to **Sites can send pop-ups and use redirects**
7. Add <https://www.waproviderone.org> to **Allowed to send pop-ups and use redirects**
8. Close and restart Chrome



### Microsoft Edge:

1. Open Microsoft Edge, click on the three horizontal dots ("...") in the top right corner of your browser
2. Click on **Settings**
3. Click on **Cookies and site permissions** on the left-hand side of the screen
4. In the middle of the screen, scroll to **Pop-ups and redirects**
5. Under **Allow**, add <https://www.waproviderone.org>

### Safari (Mac):

1. Open Safari
2. Choose **Safari > Settings** (or **Preferences**) from the menu bar
3. In the **Websites** tab, make sure **Allow** is marked for <https://www.waproviderone.org>

### Safari (iPhone or iPad):

1. Start at your device's home screen. Select the **Settings** icon.
2. Scroll all the way down, click **Apps**
3. Scroll down, click **Safari**
4. Make sure **Block Pop-ups** is turned **off**

**Firefox:**

1. Open Firefox
2. Click the **Menu** button and choose **Options**, then **Preferences**
3. Select the **Content** panel
4. In the **Content** panel below **Pop-ups**, uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether

**Note:** If you click on **Exceptions**, a dialog box with a list of sites that you want to allow pop-ups displays. Check to make sure <https://www.waproviderone.org> is listed in the exceptions.