Possible resolution to Pop-Up blocking problems in Internet Explorer when using CQUcentral

This resolution should correct problems with accessing pop-up windows in CQUcentral under most circumstances. If after performing these steps you are still experiencing problems with pop-up blocking in CQUcentral please contact the ITD Help desk.

It is recommended to install the latest version of Internet Explorer and Adobe Reader where possible to ensure maximum compatibility with CQUcentral.

Disable Internet Explorer’s Pop-up blocker

First disable pop-up blocking in Internet Explorer as described here and then follow one of the additional procedures below.

Open Internet Explorer

Go to Tools, then Pop-up Blocker, then Turn Off Pop-up Blocker

Click Yes

Note: If you don’t see the Turn Off Pop-up Blocker menu item the Pop-up Blocker is already disabled.
Procedure for Staff and Students who are using computers directly connected to the CQU network (e.g.: On a CQU campus)

Open Internet Explorer
Go to Tools, then Internet Options

Go to the Security tab under Internet Options
Select the Local intranet icon
Click the Sites button
Click the **Advanced** button

Enter [https://cqucentral.cqu.edu.au](https://cqucentral.cqu.edu.au) into the *Add this website to the zone*: field then click the **Add** button.

After clicking **Add** you should see the site listed in the **Websites**: field. Click the **Close** button.

Click the **OK** button to close the **Local intranet** window.
Click the Default level button to reset the security levels for the intranet zone back to default values. Click OK to close the Intranet Options window.

Close all browser windows and then open Internet Explorer again and proceed to work as you normally would.
Procedure for Staff and Students who are using computers that are not directly connected to the CQU network (e.g.: at home or other workplace)

Note: You should also try this if the settings for Local intranet did not resolve the issue.

Open Internet Explorer
Go to Tools, then Internet Options

Go to the Security tab under Internet Options
Select the Trusted sites icon
Click the Sites button
Enter https://cqucentral.cqu.edu.au into the Add this website to the zone: field then click the Add button.

After clicking Add you should see the site listed in the Websites: field. Click the Close button.

Click the Default level button to reset the security levels for the intranet zone back to default values. Click OK to close the Intranet Options window.
Close all browser windows and then open Internet Explorer again and proceed to work as you normally would.

3rd Party pop-up blocking software issues

In addition to disabling Internet Explorer Pop-up Blocking and performing either of the above two procedures you may also need to disable other 3rd party pop-up blocking software which is integrated into programs such as virus scanners and browser toolbars such as Norton Internet Security, Trend Micro PC-Cillin Internet Security, McAfee Internet Security Suite, Google toolbar etc. You can either add CQUcentral as an allowed site for these applications or disable the pop-up blocking facility completely. For instructions on how to do this please contact the vendor of your software or refer to the application’s user guide or online help.