How to Enable Pop-Ups (Necessary When Using the Shopping Cart)

We have recently received several calls from customers reporting problems when attempting to place a special order. Due to some internal security updates, the pop-up blocker has been activated for our site and you must enable pop-ups in order to see that the order has been placed in your cart. If you have had issues, please follow the following instructions based on the internet browser you are currently using:

GOOGLE CHROME

The following steps will tell you how to enable pop-ups in Chrome for the shopping cart. Follow these step-by-step instructions and you should receive a pop-up message showing that your item has been added to your cart when using the shopping cart.

If you prefer more detailed instructions and pictures, use the following link. https://www.cengage.com/lms_docs/system_check/popupsfailed/popupsfailed_chrome.htm

> Step 1: Click the Chrome menu on the browser toolbar (3 dots on the far right side), then select "Settings".
>
> Step 2: Scroll Down and click "Show advanced settings" (in some cases it may just say "Advanced").
>
> Step 3: In the "Privacy and security" section, click the "Content settings" button.
>
> Step 4: Scroll down to the "Pop-ups" section.
>
> Step 5: In the "Allow" section, select "Add" and type http://www.wsucentralservices.com (be sure you are in the "Allow" section and not the "Block" section. If you are in the "Block" section it will continue to block pop-ups from the shopping cart.)

FIREFOX

The following steps will tell you how to enable pop-ups in Firefox for the shopping cart. Follow these step-by-step instructions and you should receive a pop-up message showing that your item has been added to your cart when using the shopping cart.

If you prefer more detailed instructions and pictures, use the following link. https://www.cengage.com/lms_docs/system_check/popupsfailed/popupsfailed_ffwin.htm

> Step 1: On the top right of the browser click the "Menu" button then click the "Options" icon.
>
> Step 2: Click "Content" and leave the "Block pop-up" windows box checked, then click the "Exceptions" button to the right of that option.
>
> Step 3: In the "Address of web site" field, type http://www.wsucentralservices.com and click "Allow". The URL will appear in the list of allowed sites.
>
> Step 4: Click "Save changes".

MICROSOFT EDGE

The following steps will tell you how to enable pop-ups in Edge for the shopping cart. Follow these step-by-step instructions and you should receive a pop-up message showing that your item has been added to your cart when using the shopping cart.

If you prefer more detailed instructions and pictures, use the following link. https://www.cengage.com/lms_docs/system_check/popupsfailed/popupsfailed_edge.htm

Step 1: In Microsoft Edge, at the top right of the browser, select the 3 dots (Menu) then select "Settings".

Step 2: In Settings select "View advanced settings".

Step 3: Under "Block pop-ups", click the slide bar to turn off pop-up windows. (Note: You will need to close then reopen Edge before your changes will take effect.)

If you continue to experience problems, please contact us and we will continue to work out any additional bugs. Thank you for your patience.

How to Clear Your Cache and Cookies

Google Chrome

Go to the three-dot menu at the upper-right of Chrome to select Settings > Show advanced settings > Clear browsing data (or in the address bar type "chrome://settings/clearBrowserData" without the quotation marks). This takes you directly to the dialog box to delete not only the history of your browsing, but also your download history (it won't delete the actual downloaded files), all your cookies, cached images and files (which help load pages faster when you revisit), saved passwords and more. You can also delete only the info from the last hour, day, week, month, or all of it to "the beginning of time."
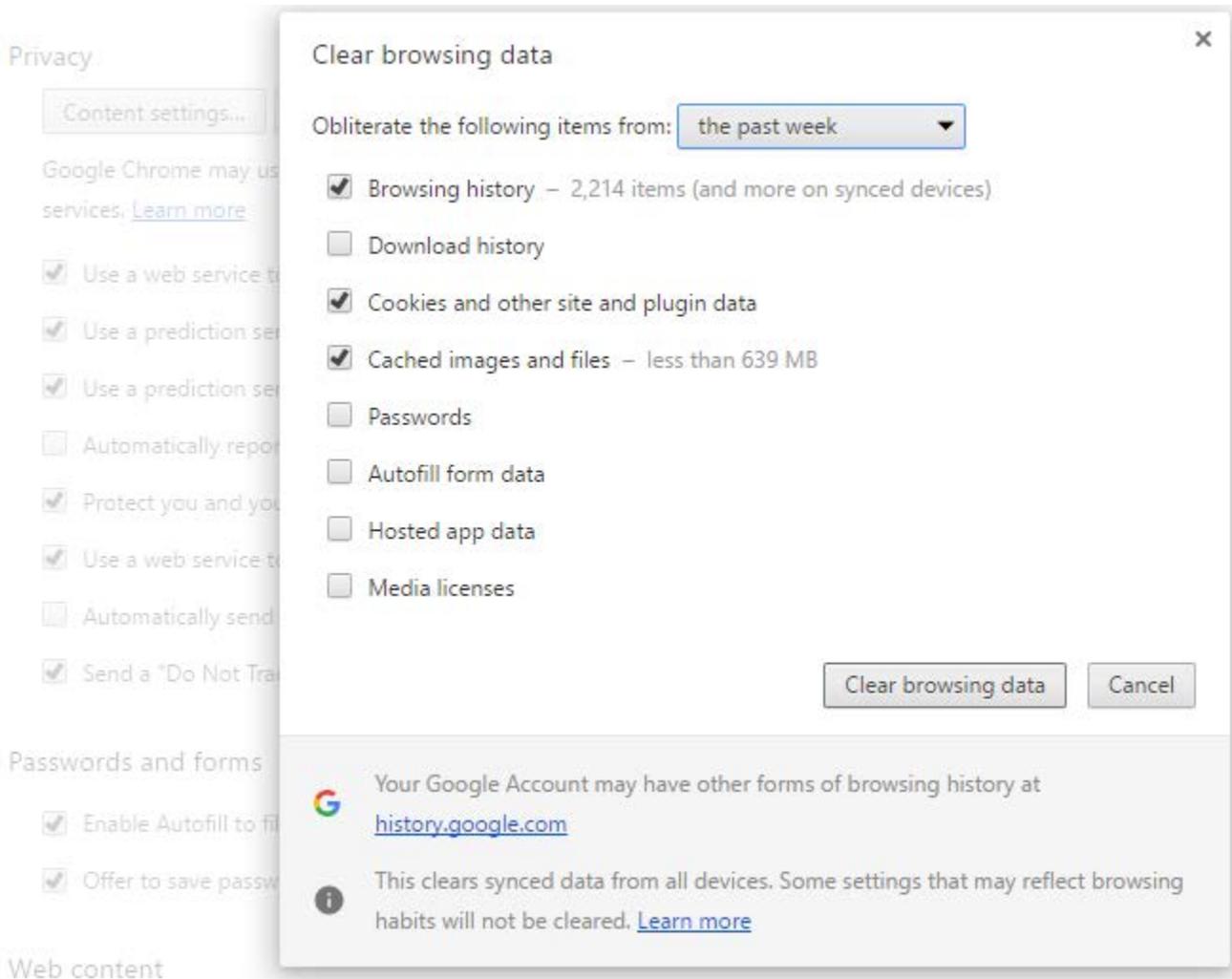
Microsoft Edge

Go to the three-dot menu in Microsoft Edge and select settings; in the fly-out menu, click the button under Clear browsing data that reads "Choose what to clear." Get rid of browsing and download history, cookies, cached data, stored form data, and stored passwords; click Show more and you can delete things like sites you've given permission to show pop-ups.
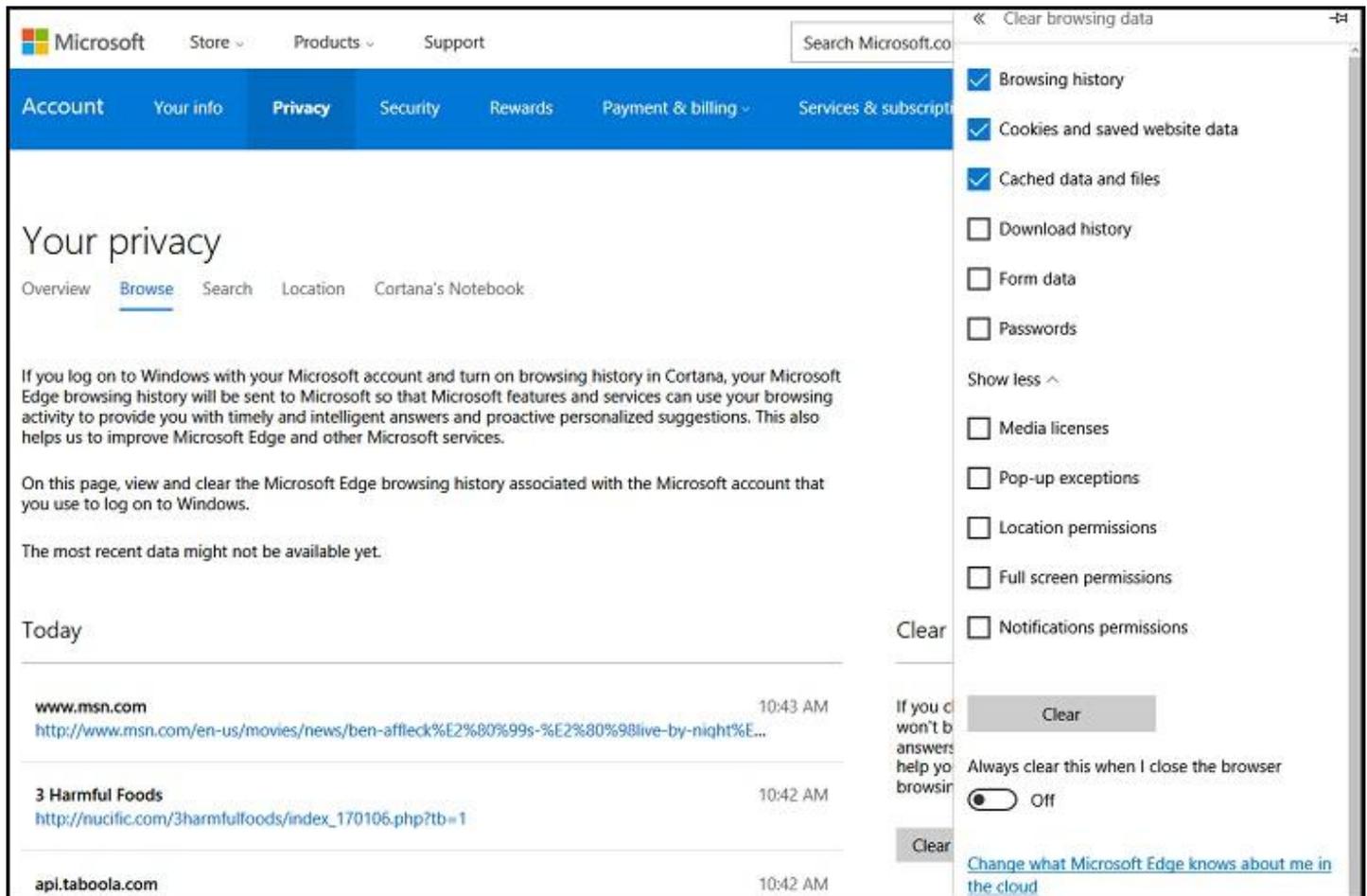

Internet Explorer

To clear the history in IE11 and 10, go to the Gear icon at upper left and select Internet Options. On the General tab, you can check a box next to Delete browsing history on exit, or click the Delete button to instantly get rid of history, passwords, cookies, cached data (called *Temporary Internet files and website files*), and more.

You have the option to get rid of your browsing history using the Favorites Menu. Click the star on the top-right > History tab. There, you can see websites you visited on specific dates (Today, Last Week, 3 Weeks Ago, etc.) Right-click to delete everything from a specific time period, or click to view and delete specific websites. If you're using an older version of IE, there are instructions online for deleting the history.

Safari

Clearing your website visit history is simple: click Clear History in the main menu. Then in the pop-up, pick a timeframe for how far back you want to erase. This is doing a lot more than deleting the browser history, however—it also takes out your cookies and data cache.
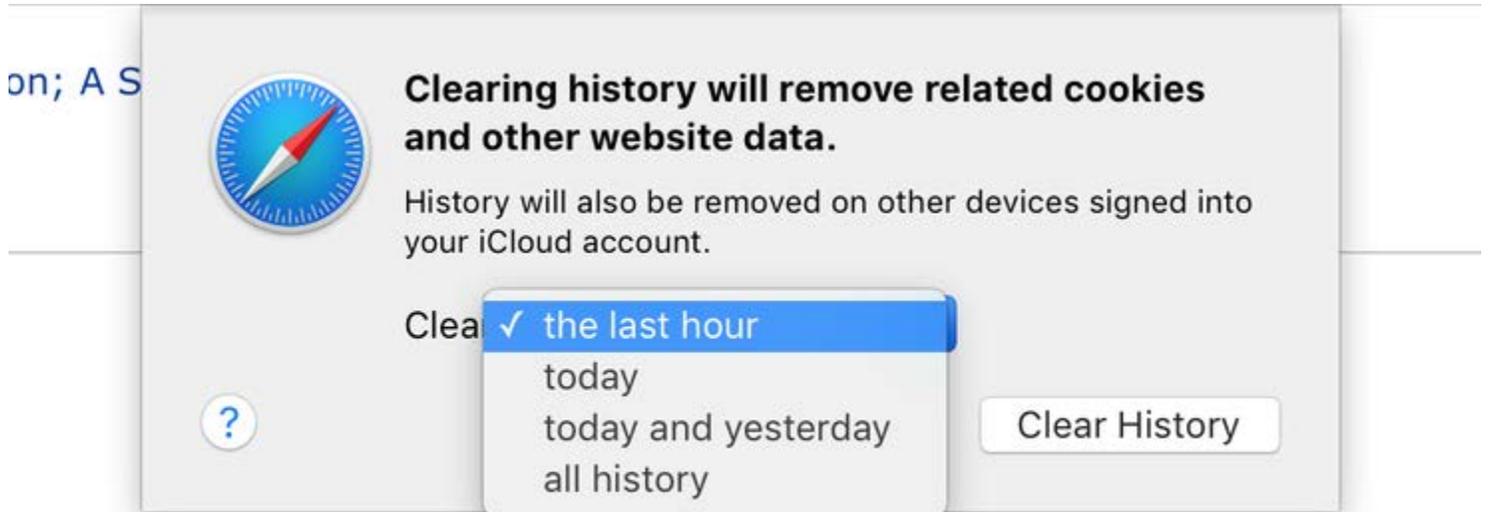
You can instead click History > Show History to get a pop-up displaying every site you've visited, then take out sites individually, without losing the cookies and cache. You can zap cookies by going into Preferences > Privacy; delete your cache by going to the Develop menu and picking Empty Caches. If you don't have a Develop menu in Safari, go to Preferences > Advanced and check *Show Develop Menu in Menu Bar* at bottom.

Mozilla Firefox

The latest version of Firefox likes to use sidebars for accessing preferences, much like Microsoft Edge. Access them at the menu (upper right) and you can go right to History where it will show all your visited sites and a Clear Recent History option (or hit Ctrl+Shift+Del for the same effect).