

September 9, 2017

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 at 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 affect.)

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