



Frequently Asked Questions

On the *Resident and Family Council Toolkit: Creating Effective Councils in Continuing Care*

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Issues with Hyperlinks

When I click on the hyperlinks, nothing happens. Are they all broken?

While this may be possible, if it is happening with every hyperlink, this is very unlikely. Each hyperlink has been tested multiple times to make sure it is working, so if multiple hyperlinks in a row are giving you an issue, it is likely a different problem.

The documents in the hyperlinks open up in pop-up windows. Many web-browsers have a pop-up blocker turned on to prevent unwanted items from automatically appearing on your screen. The most likely issue is that your web-browser is blocking the documents because your pop-up blocker is turned on. To see how to fix this problem, read the answer to the question below.

How can I get the pop-ups to open so I can view the documents?

The process is a little different depending on which web-browser you are using. However, the pop-up blocker is there to protect your computer so turning the whole thing off is probably not what you want to do. Each browser will have an option for you to allow pop-ups from a site you trust and will often give you options for “always” or “just this once”. Instructions for what to look for on the most commonly used browsers are included below.

You might have to re-click on the hyperlink after you have allowed pop-ups for the document to open.

Internet Explorer

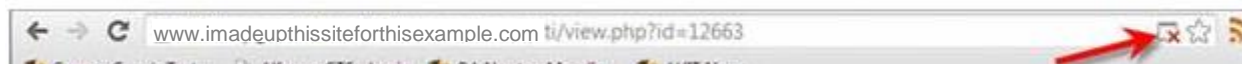
A bar looking like this will appear at the **bottom** of your browser window:



Click on “Options for this site” and choose “Always allow”

Google Chrome

A pop-up box will show up in the **top right hand corner** of your browser window.



Click on it. Choose the “Always allow” option.





FireFox

A pinkish coloured pop-up notification bar will appear at the **top** of your browser window.



Click on the “Options” button. Choose the “Allow pop-ups” option.

