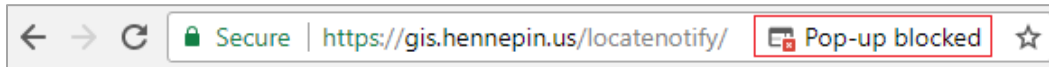


Issue: When printing or exporting mailing labels, nothing happens.

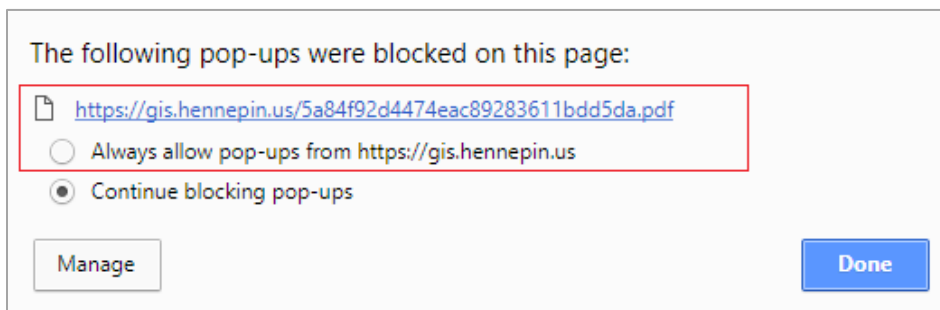
Resolution: Printouts or downloads may be blocked by your browser's popup blocker. Turn off your popup blocker, or accept popups from Hennepin.us.

In Google Chrome:

A "pop-up blocked" message will display in the address bar after printing or exporting. Click on the "pop-up blocked" message to see options for downloading or allowing the blocked files.

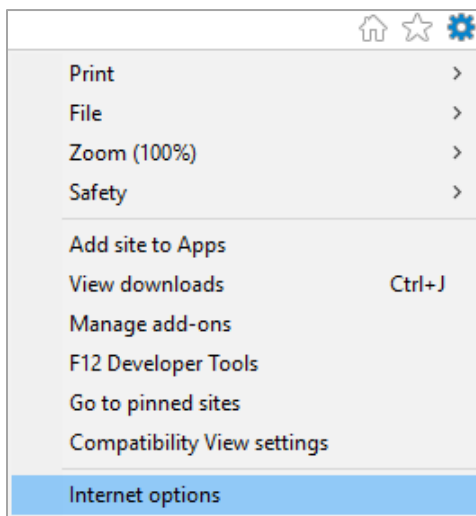


Click on the hyperlink to access the blocked file. To avoid blocking popups for this application in the future, select the radio button to "always allow pop-ups from this site", and click Done.

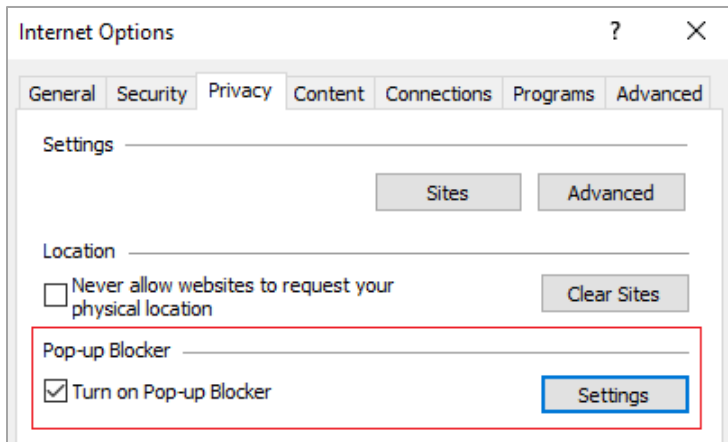


In Internet Explorer:

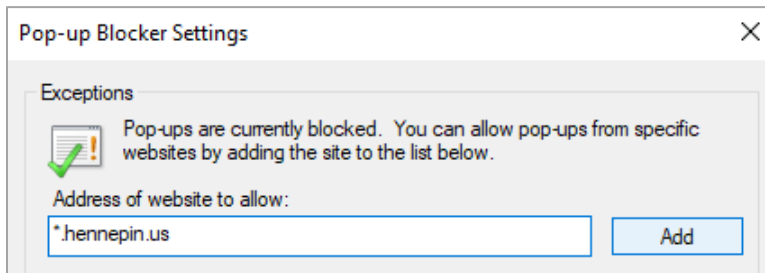
Go to Tools > Internet Options.



Click on the Privacy tab. If pop-up blocker is turned on, click Settings.



Add "*.hennepin.us" to the list of allowed sites. Click Close and then OK.

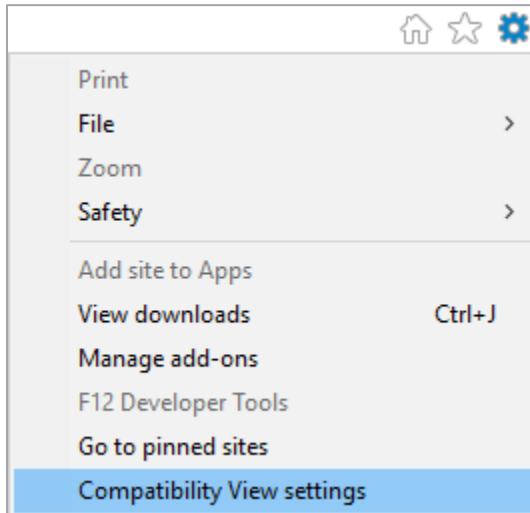


Issue: The application hangs on the loading page and never opens, or the application loads but is missing content and does not function.

Resolution: When using Internet Explorer, enabling compatibility mode may cause the application not to load or not to function. Disable compatibility mode for Hennepin.us.

In Internet Explorer:

Go to Tools > Compatibility View Settings.



Remove any Hennepin.us addresses listed under “websites that you’ve added to Compatibility View”. (Internal users should also uncheck the option to “Display intranet sites in Compatibility View”.) Then click Close, and refresh the page to reload the application in standard mode.

