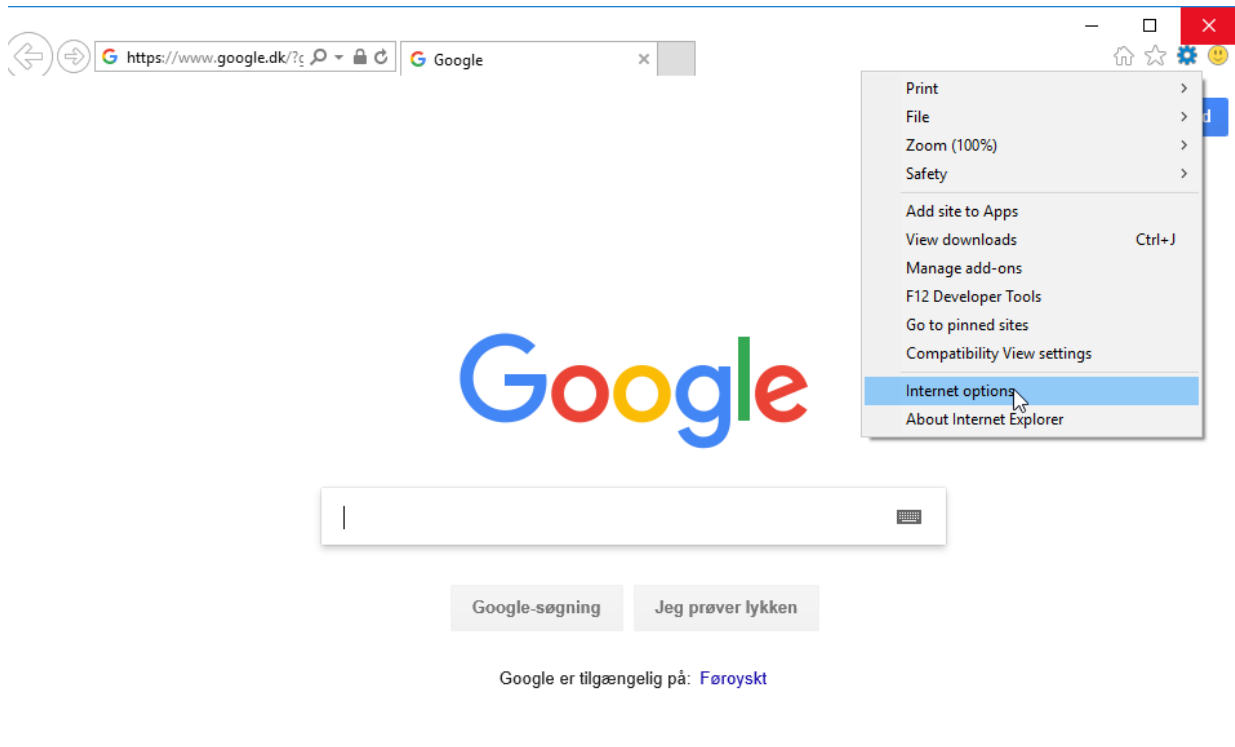


For other browsers, see further down the document

Internet explorer 11

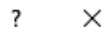
Do you have problems opening letters in Online a-kasse, try the following.

Click the cogwheel and then internet settings



Choose the tab Privacy

Internet Options



General Security Privacy Content Connections Programs Advanced

Settings _____

Sites

Advanced

Location _____

Never allow websites to request your physical location

Clear Sites

Pop-up Blocker _____

Turn on Pop-up Blocker

Settings

InPrivate _____

Disable toolbars and extensions when InPrivate Browsing starts

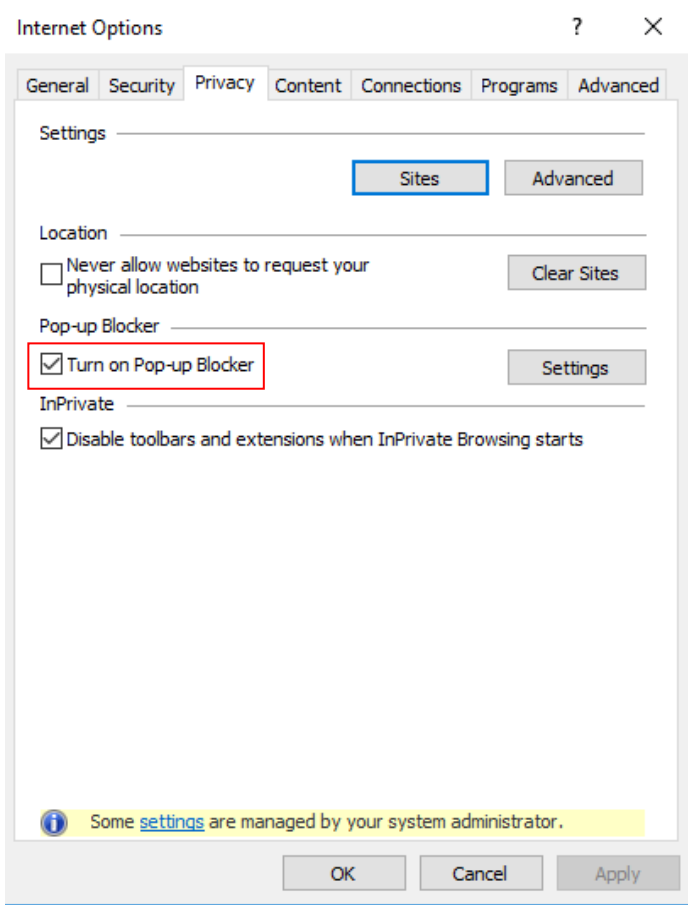
Some [settings](#) are managed by your system administrator.

OK

Cancel

Apply

Remove the selection blocking pop up windows if you want to allow pop ups from all pages, alternatively you can choose this only for CA webpage, then look at the steps below.



Click settings

Internet Options

? X

General Security Privacy Content Connections Programs Advanced

Settings

Sites Advanced

Location


Never allow websites to request your physical location Clear Sites

Pop-up Blocker

Turn on Pop-up Blocker Settings

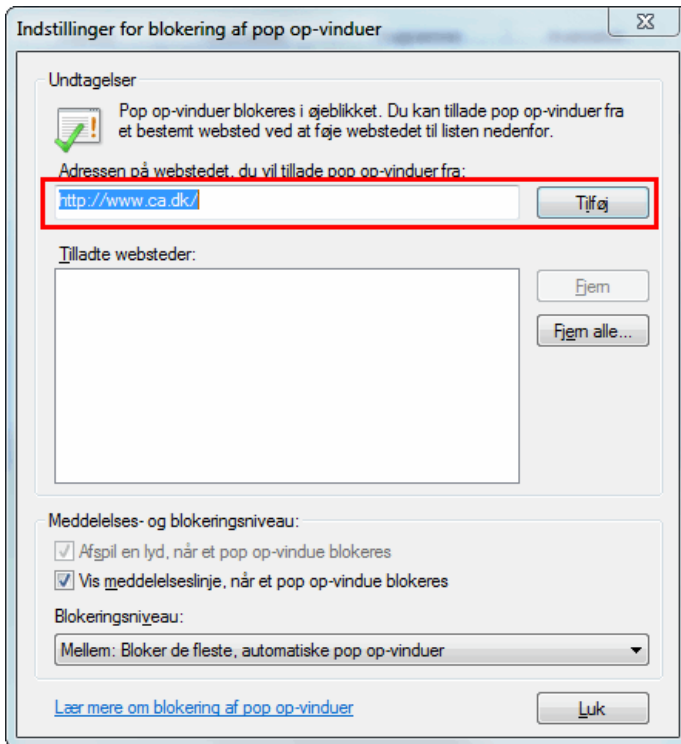
InPrivate

Disable toolbars and extensions when InPrivate Browsing starts

 Some [settings](#) are managed by your system administrator.

OK Cancel Apply

Write the address for ca.dk and click add.



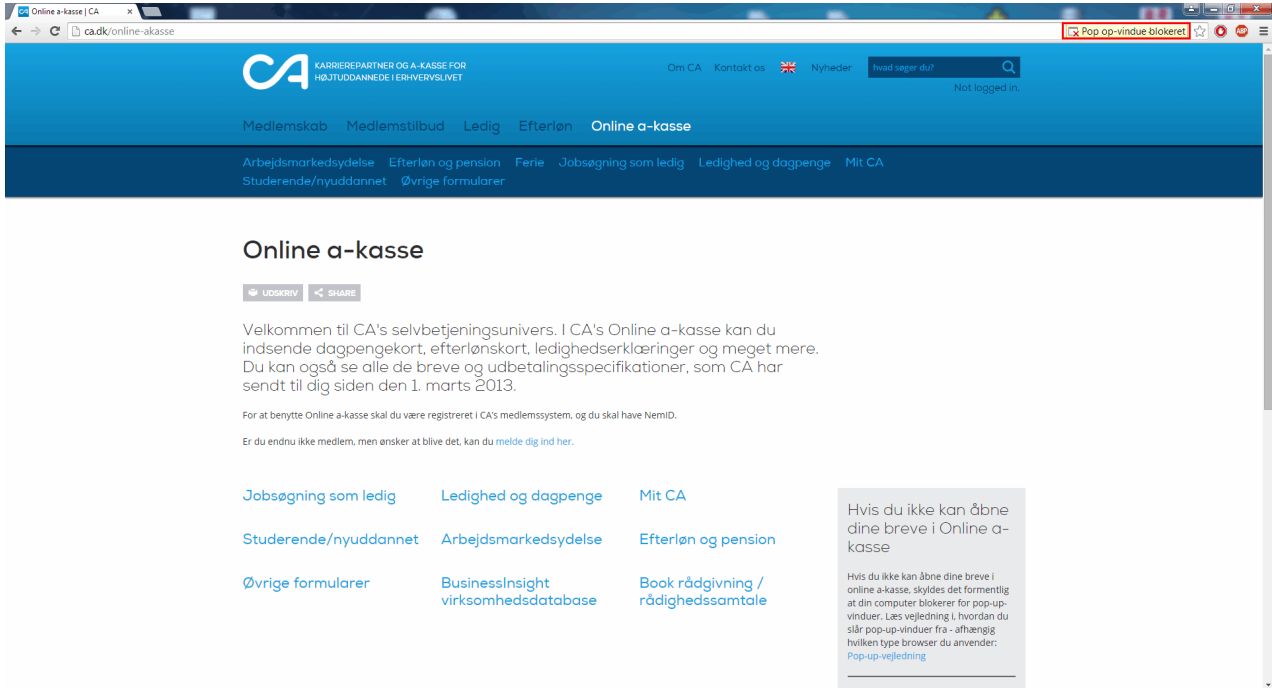
Close the window and click OK.

You should now be able to see your letters in Internet Explorer 11, should you still have issues, you can contact us on 3314 9045.

Google Chrome

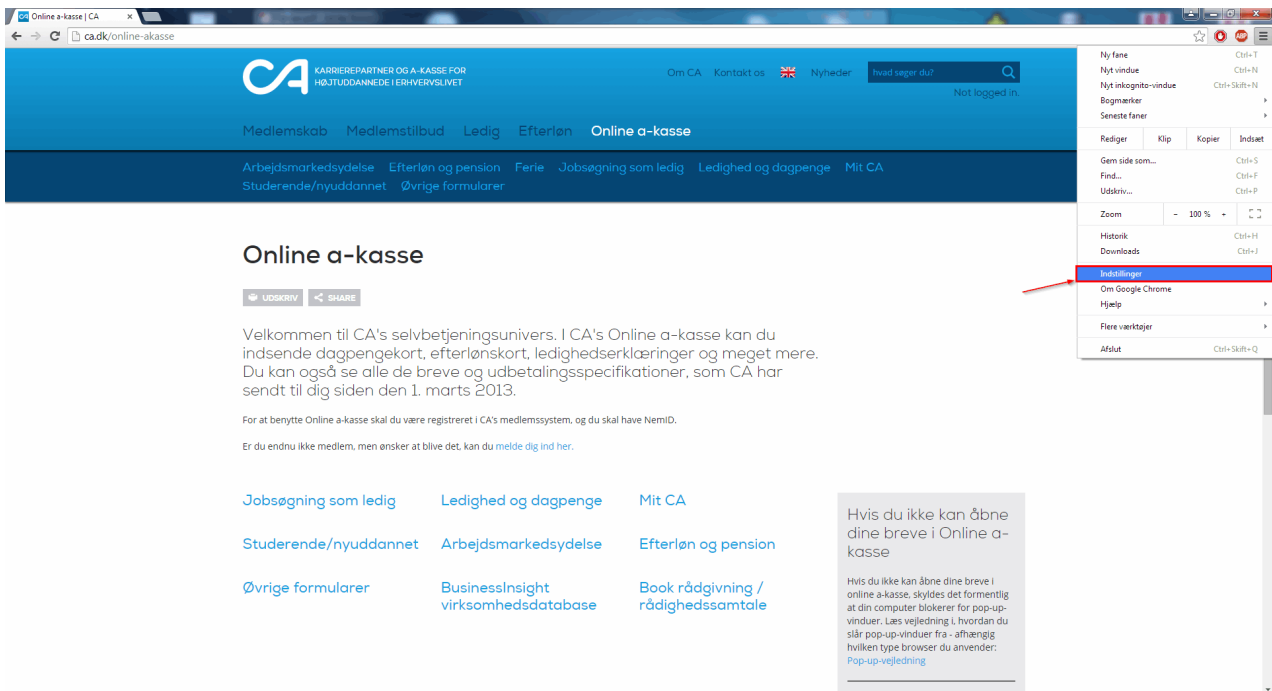
Do you have problems opening letters in Online a-kasse, try the following.

When clicking the letter, there should be a notice in the address bar, click it and choose allow pop ups from ca.dk

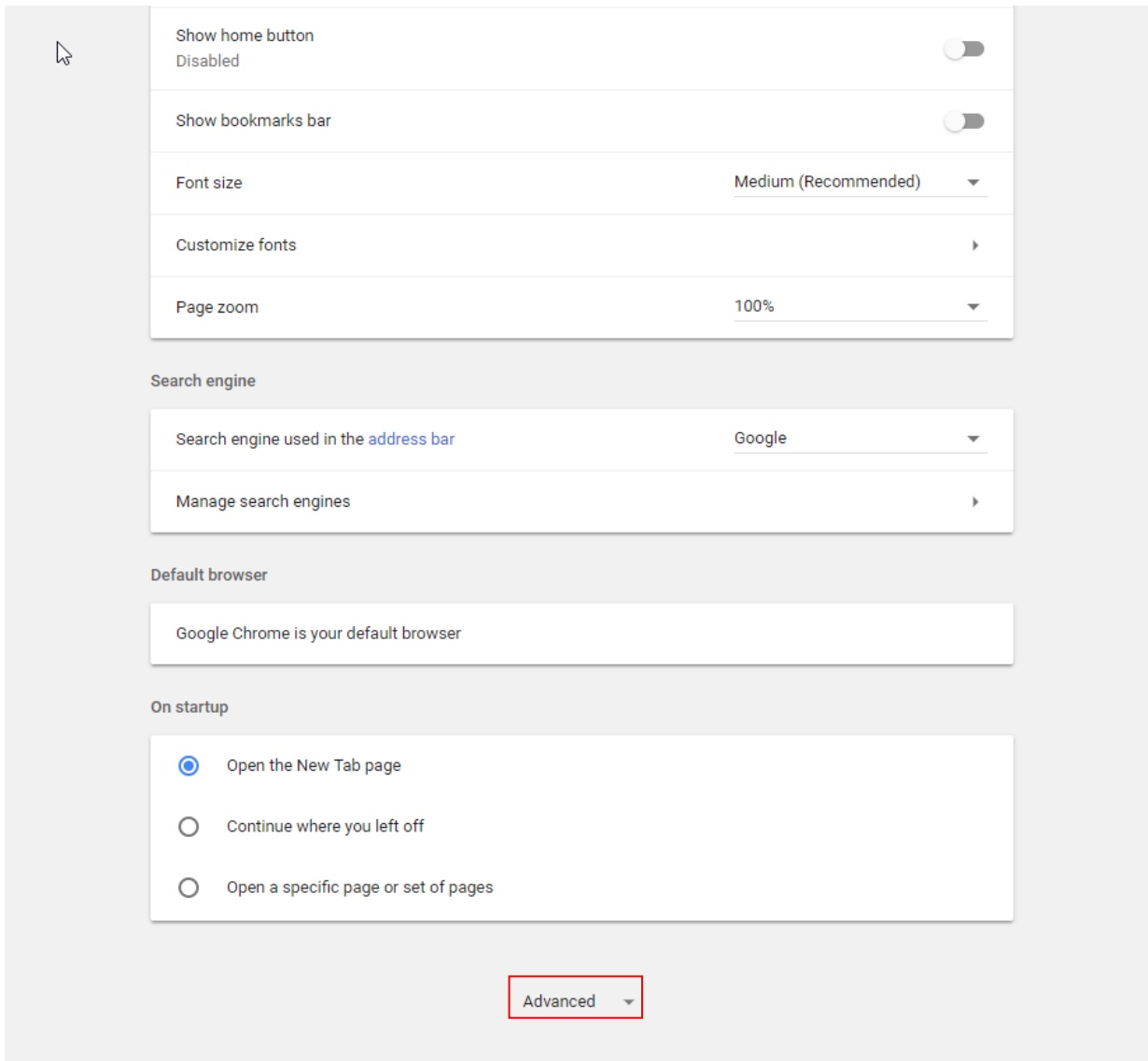


Should this notice not be there, there is a manual method to allowing pop ups from a specific page.

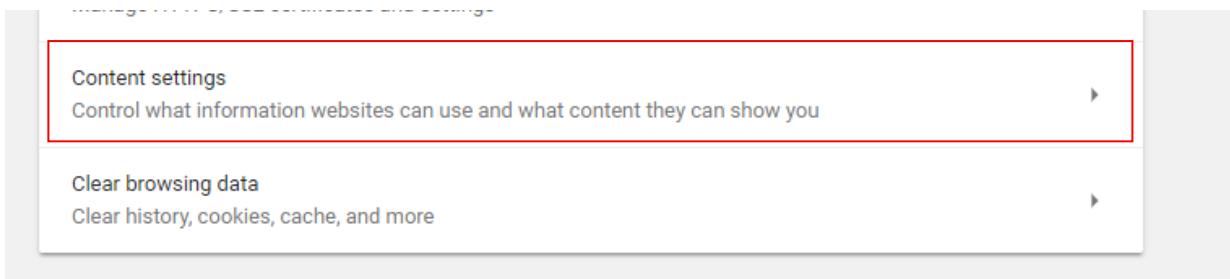
Click the 3 lines in the top right corner and choose settings



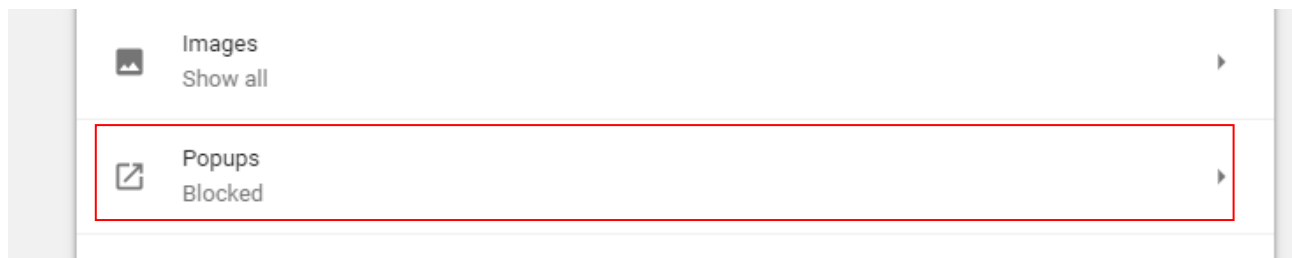
This gets you to Google Chromes settings menu and at the bottom click “advanced”.



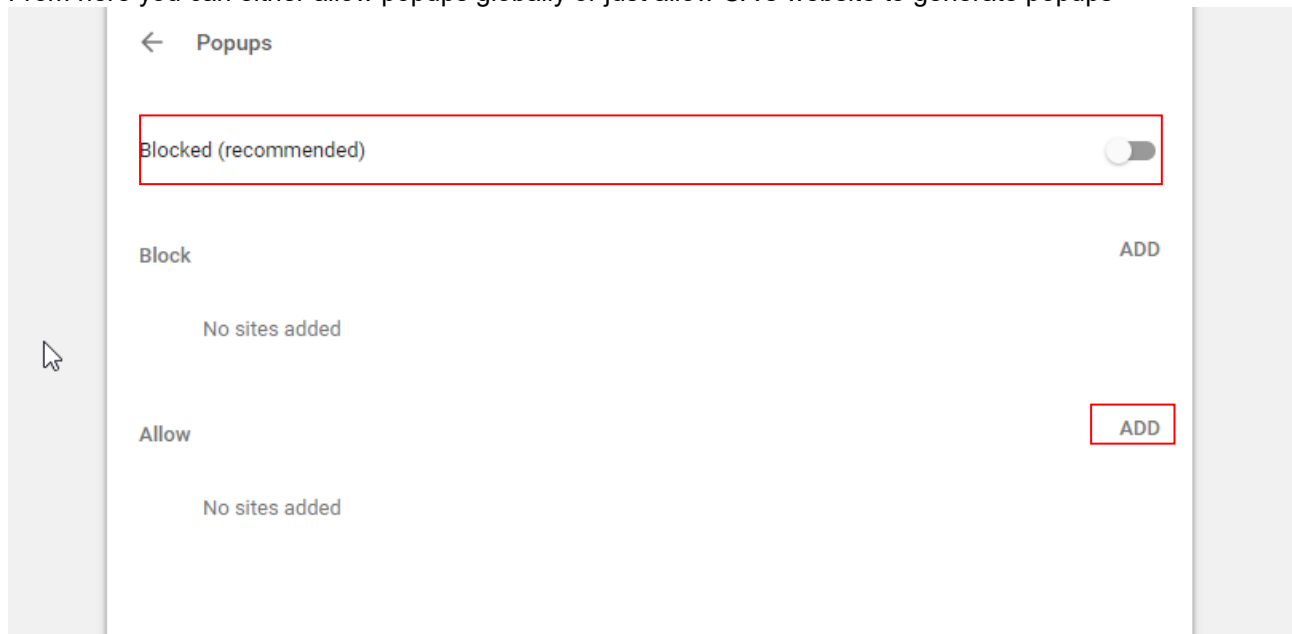
Scroll down to Privacy and click on “content settings” again.



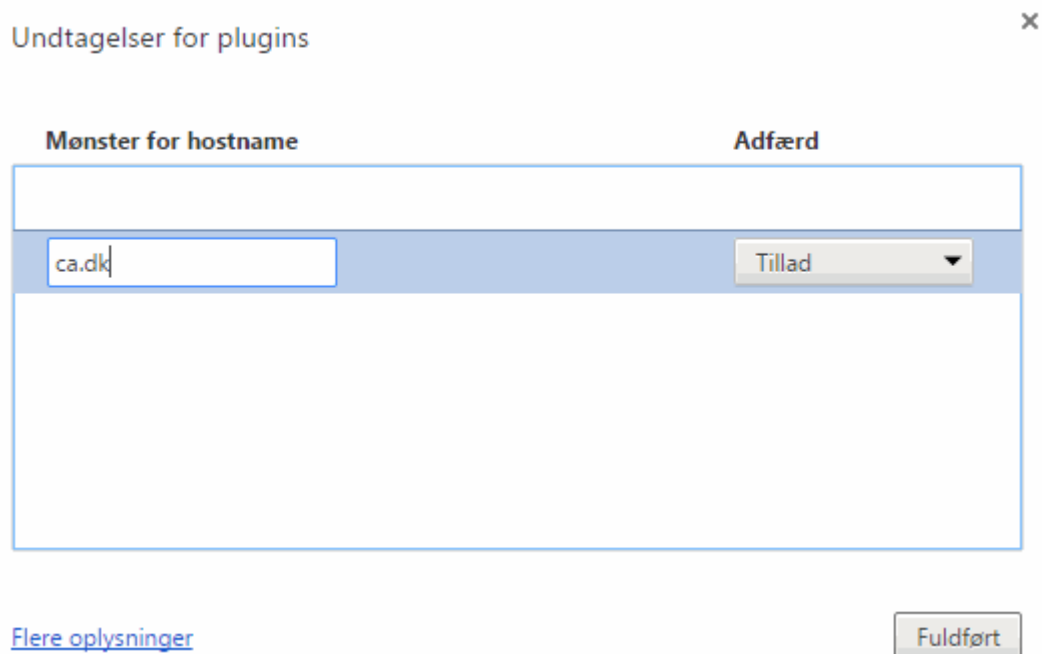
Scroll down to pop up windows, and click the icon.



From here you can either allow popups globally or just allow CA's website to generate popups



Write CA homepage and click accept.

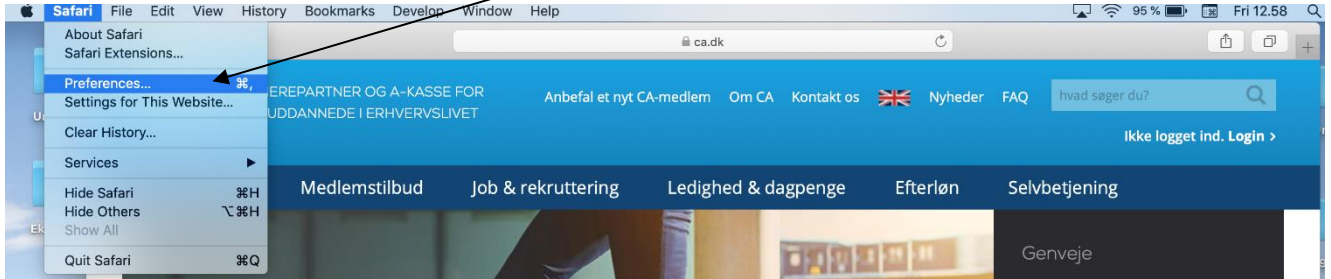


You should now be able to see your letters in Google Chrome, should you still have issues, you can contact us on 3314 9045.

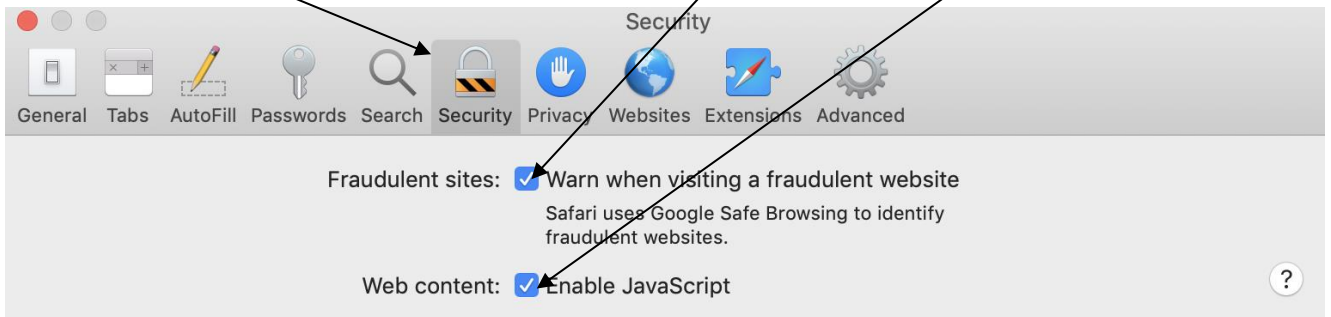
Safari on MAC

Do you have problems opening letters in Online a-kasse, in Safari on MAC try the following.

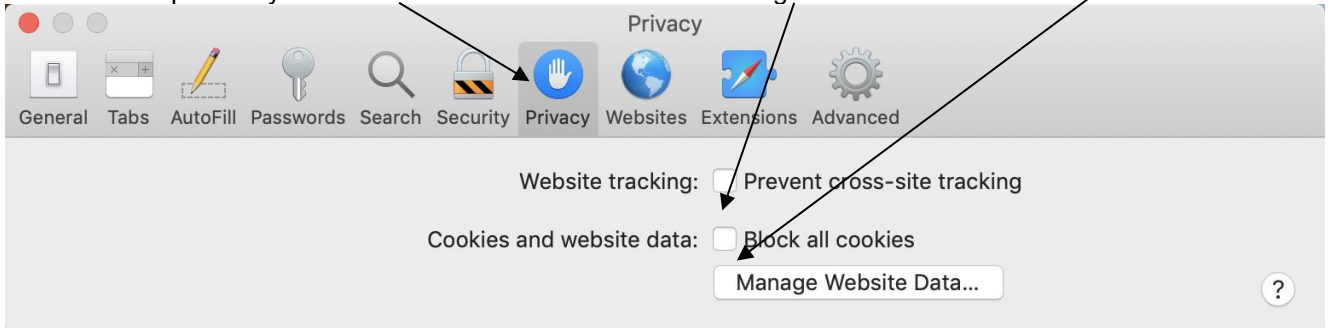
Click Safari in the top left corner and choose Preferences...



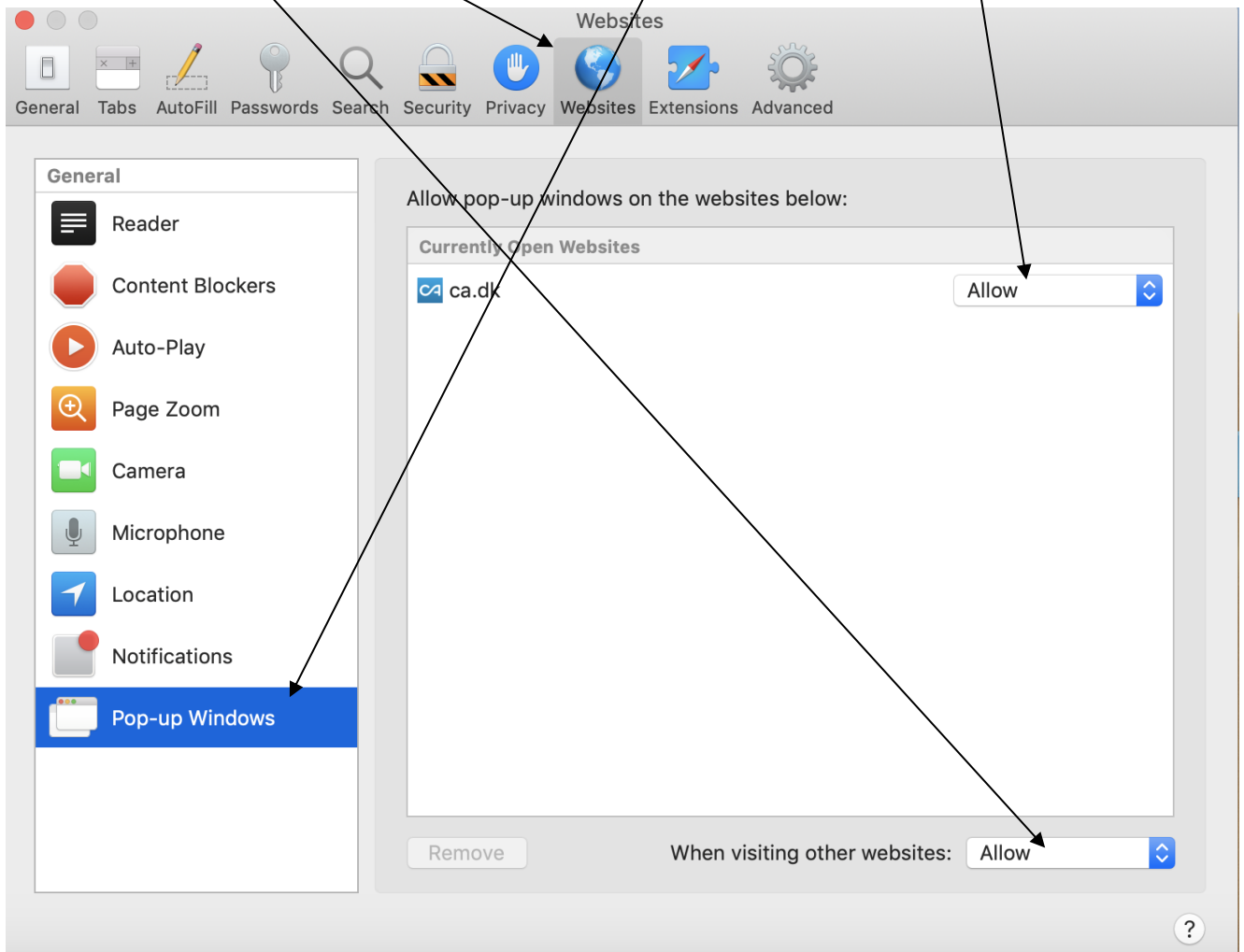
Choose the tab Security and that there is a notch in both "Fraudulent sites:" and "Web content".



Choose the tap Privacy and remove the notch in "Website tracking:" and "Cookies and website data:".



Afterwards choose the tap Websites and klik on “Pop-up Windows”. Make sure that “ca.dk” is set to Allow and also that “When visiting other websites:” is set to Allow.

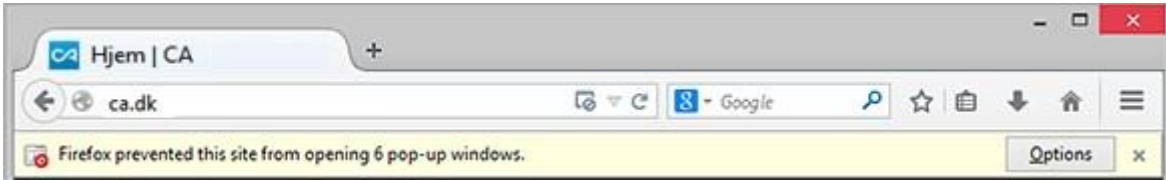


You should now be able to see your letters in Safari on MAC, should you still have issues, you can contact us on 3314 9045.

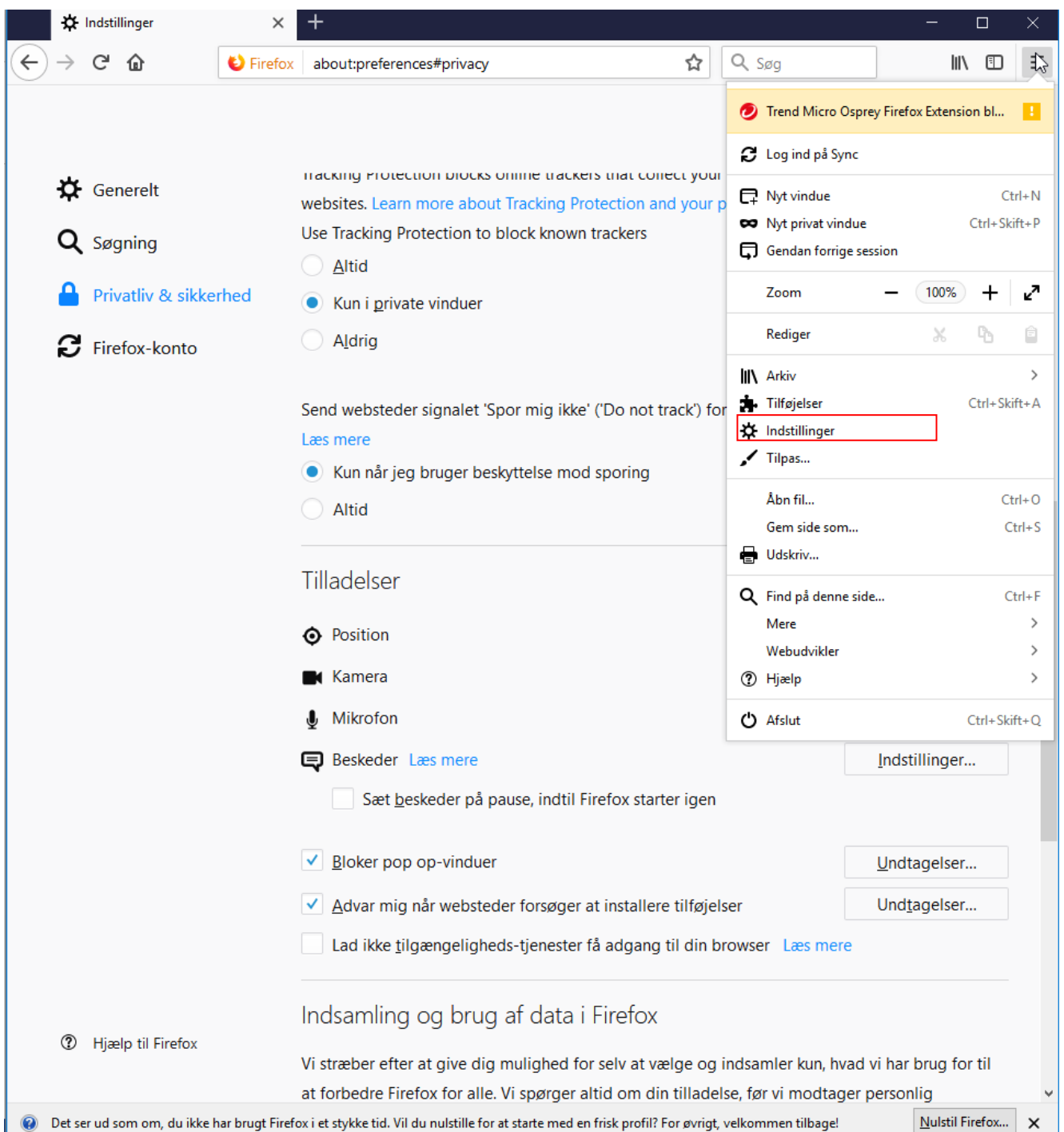
Firefox

Do you have problems opening letters in Online a-kasse, using Firefox, try the following.

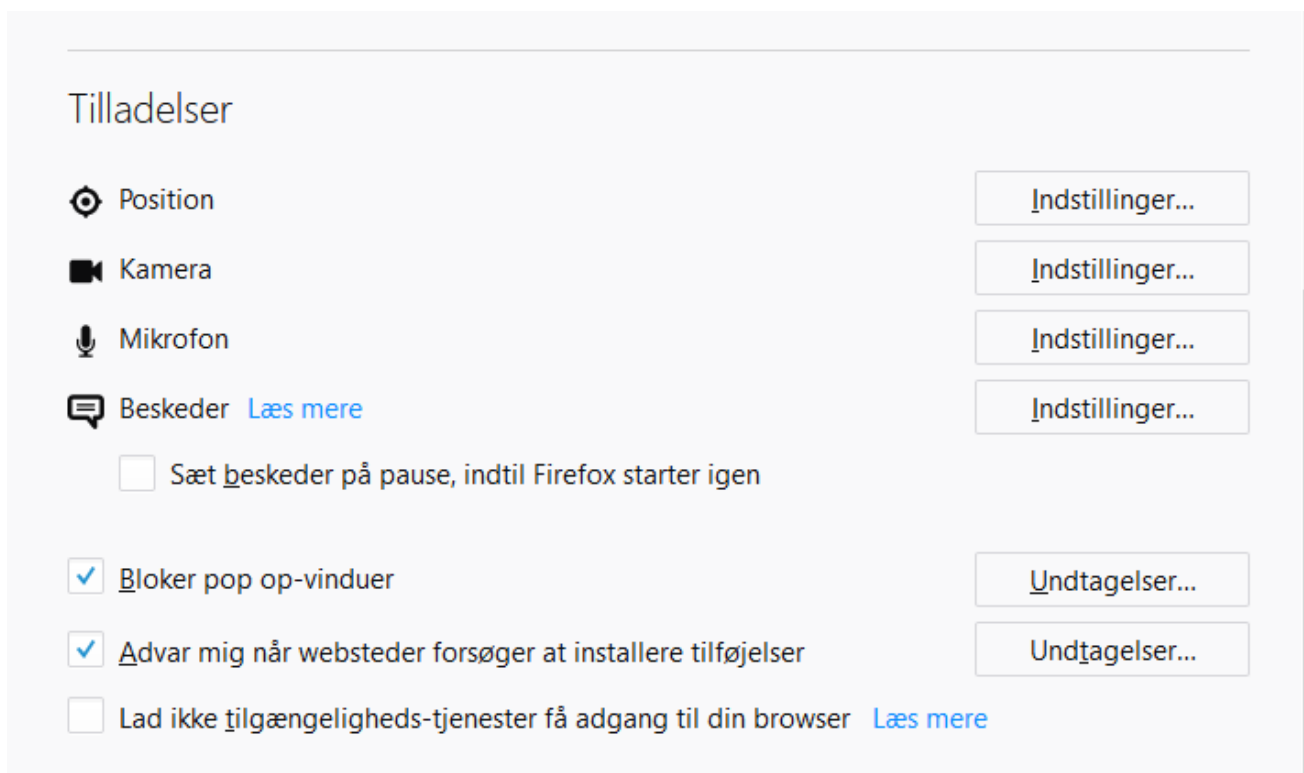
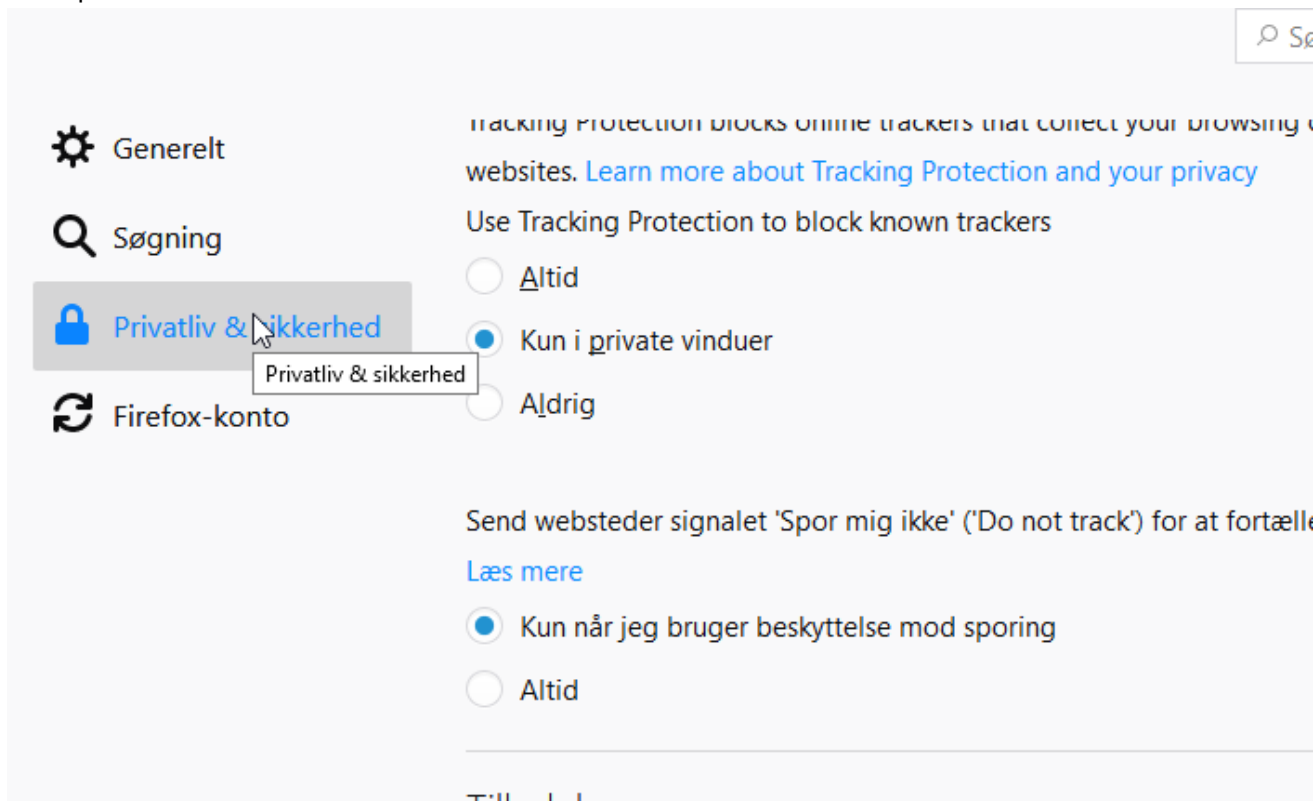
When a pop up is blocked, the below should appear and you can click option and choose Allow pop ups from this page. If this doesn't appear, try the next steps.



Click the 3 lines and choose settings.



Choose the tab privacy and security, scroll down to permissions, and remove the notch in Block pop up windows if you want to allow pop ups from all pages, if you want to just do this for ca.dk then click exceptions.

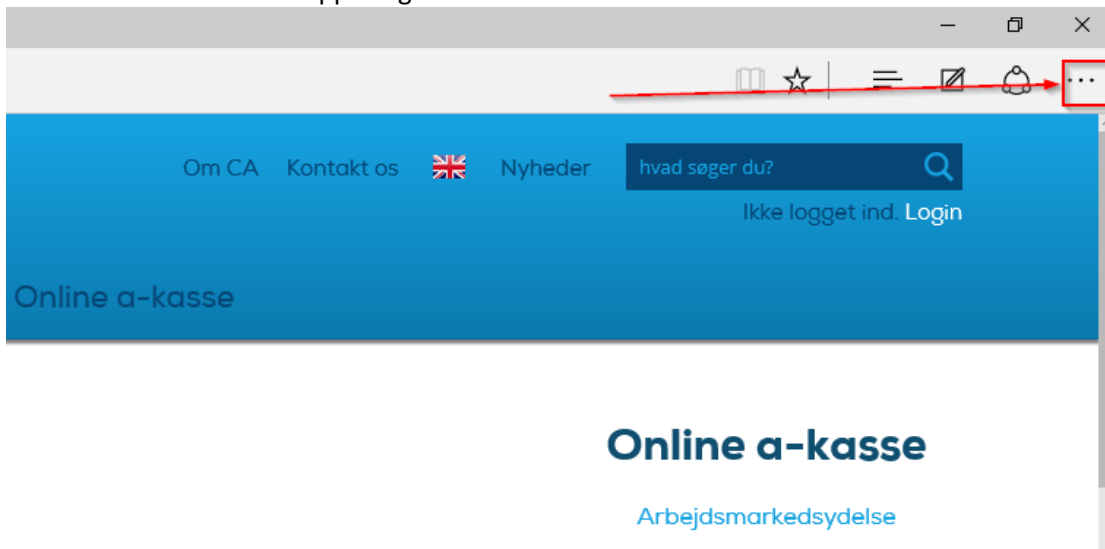


Write the homepage address and click allow. Then close the menus.

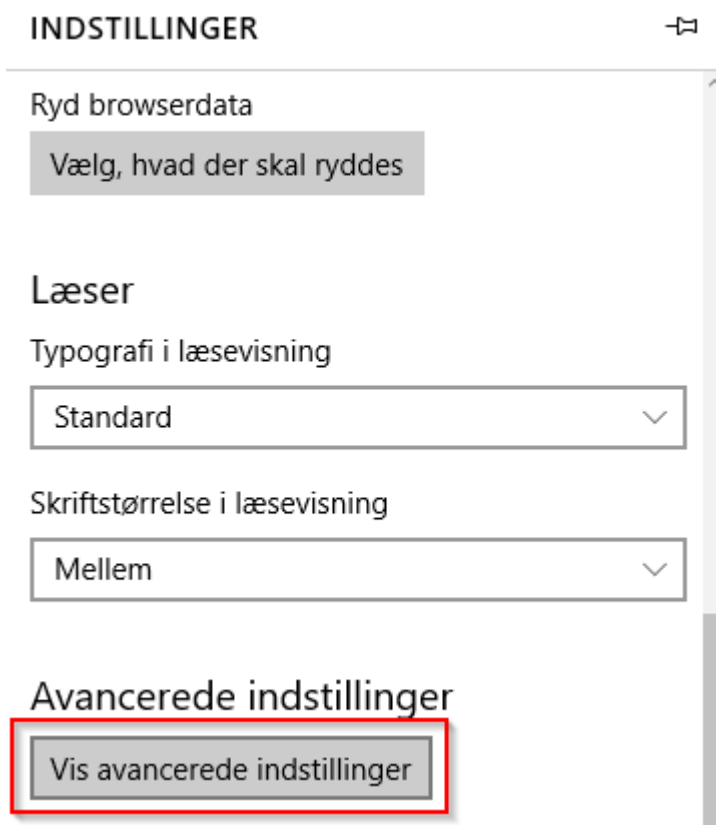
You should now be able to see your letters in Firefox, should you still have issues, you can contact us on 3314 9045.

Microsoft Edge

Click on the 3 dots in the upper right corner



Choose settings and scroll to the bottom and choose advanced settings



Find the Block pop-ups and disable it

