

## I am unable to view documents on the website

### What you need to know

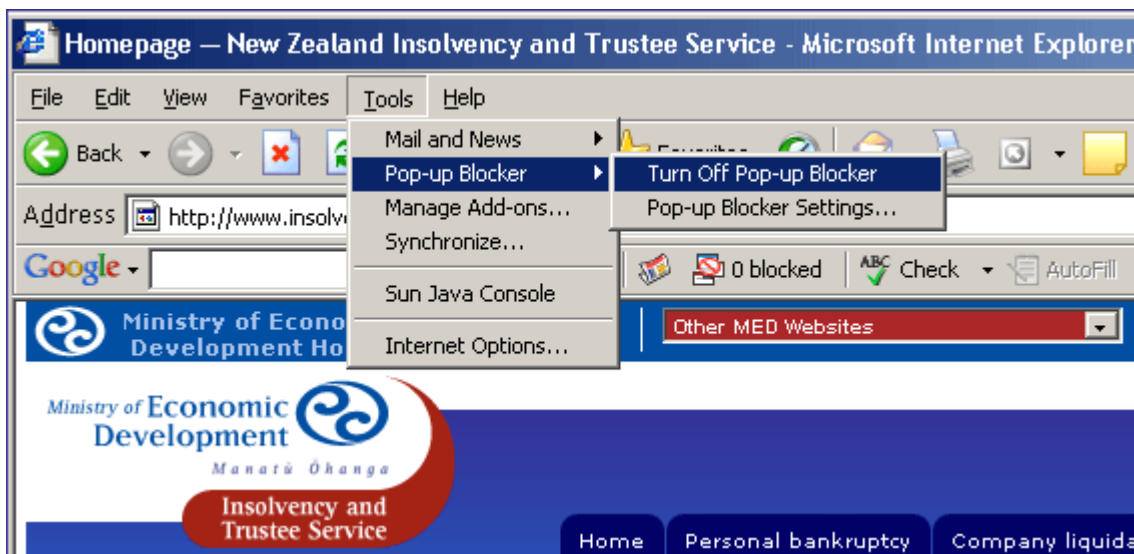
If you have clicked on a document and nothing appears, it may be that you have a pop-up blocker installed on your PC. Below are a few of the most common pop-up blockers we have encountered and instructions on how to enable and disable pop-up blockers.

Note: If you have one or more of these pop-up blockers installed on your PC, then you will need to turn them all off to view our documents.

- [Internet Explorer 6.0 with SP2](#)
- [Opera](#)
- [Mozilla](#)
- [Mozilla Firefox](#)
- [Google Toolbar](#)
- [Yahoo! Toolbar](#)
- [Other Examples of Pop-Up/Ad Blockers](#)

### Internet Explorer 6.0 with SP2

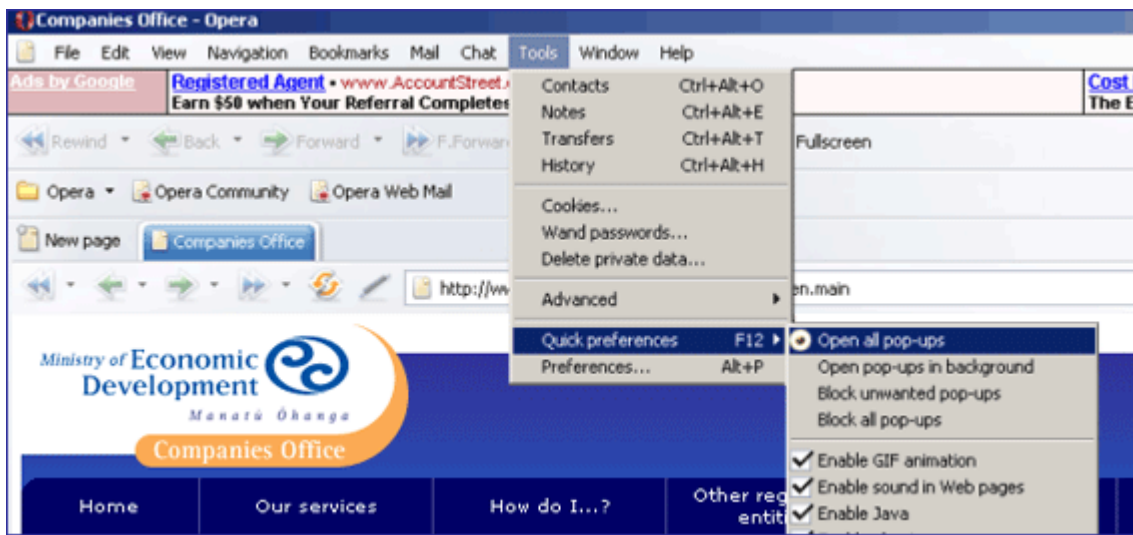
1. **Tools > Pop-up Blocker > Turn Off Pop-up Blocker**



A confirmation will ask to allow pop-ups from \*.iponz.govt.nz. Select **'Yes'**. Note: When 'Yes' is clicked the page will reload to the homepage of the website.

### Opera

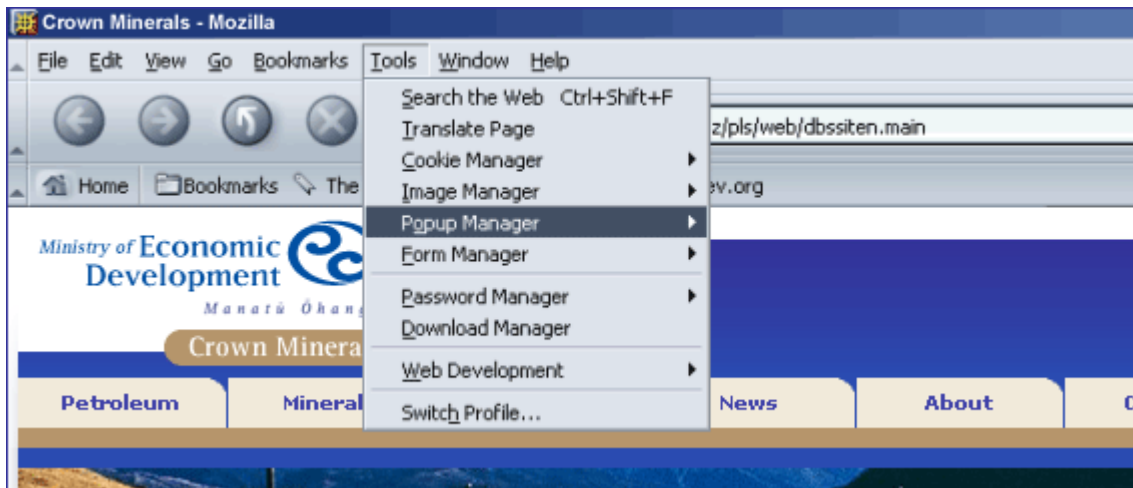
1. Location varies depending on version either click on **'File'** at top left of screen, or **'Tools'**
2. Then click on **'Quick Preferences'**
3. Select **'Open all pop-ups'**



## Mozilla

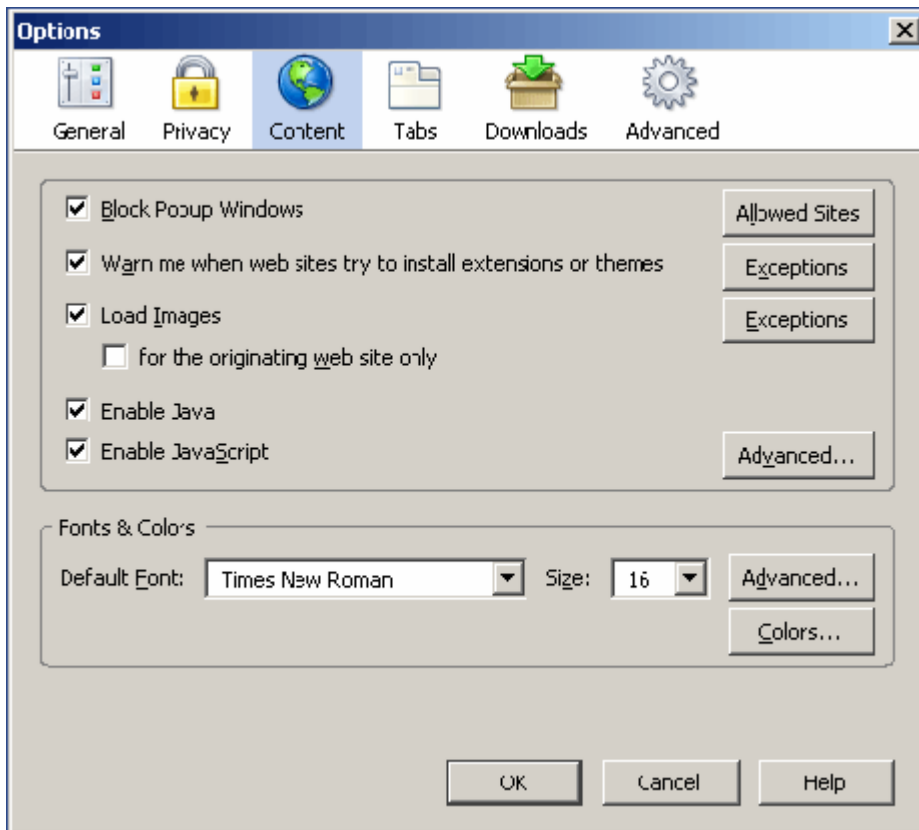
Whilst still on the problem site click on **'Tools'** at the top left of the screen

2. Then to **'Pop-up Manager'**
3. Then select **'Allow Pop-ups from this site'**



## Mozilla Firefox

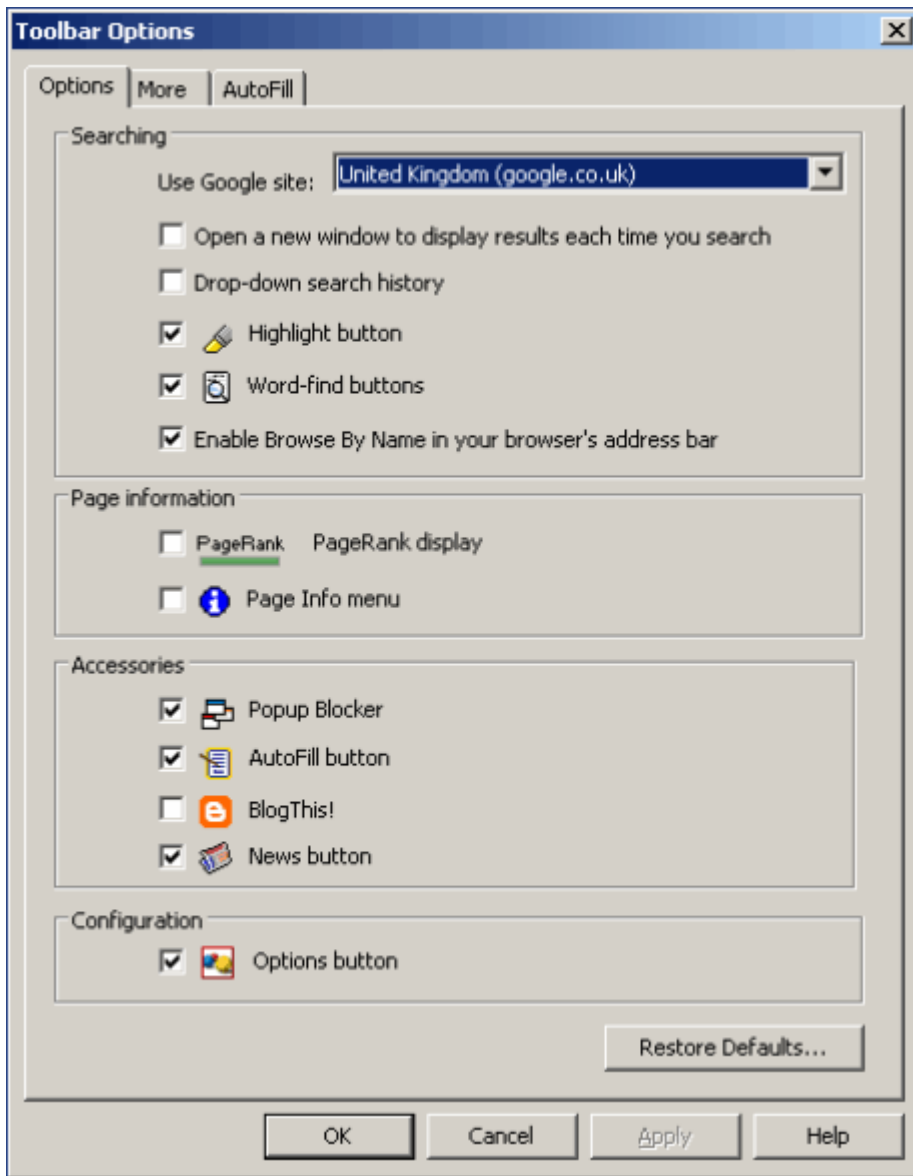
1. Select **'Tools'**
2. Then **'Options'**
3. Then select the **'Content'** icon
4. Select **'Allowed Sites'** next to **'Block Popup Windows'**
5. Type [www.companies.govt.nz](http://www.companies.govt.nz) in the **'Address of web site'** then click on **'Allow'**
6. Then **'Close'** and **'OK'** until back to site



## Google toolbar

If you have the Google Search toolbar installed on your machine you will need to switch the pop up blocking off.

To switch this on or off you will need to click on the '**Options**' button on the Google toolbar and check or uncheck the Popup Blocker check box under the '**Accessories**' Section.



Please note: To confirm these changes you will need to close down Internet Explorer and re-open it.

## Yahoo! toolbar

The pop-up blocker in the Yahoo! toolbar by default blocks all pop-ups.

To disable Pop-up blocking click on the icon as in the picture below and un-check the Enable Pop-Up Blocker



## Other examples of pop-up/ad blockers

Below are some applications that may have pop-up blocking functionality. To alter the pop-up blocking functionality within these programs you will need to consult either your own IT support, or the help files that accompany the software.

### Examples:

- Zone Alarm Pro
- Norton Internet Security
- MSN Toolbar