

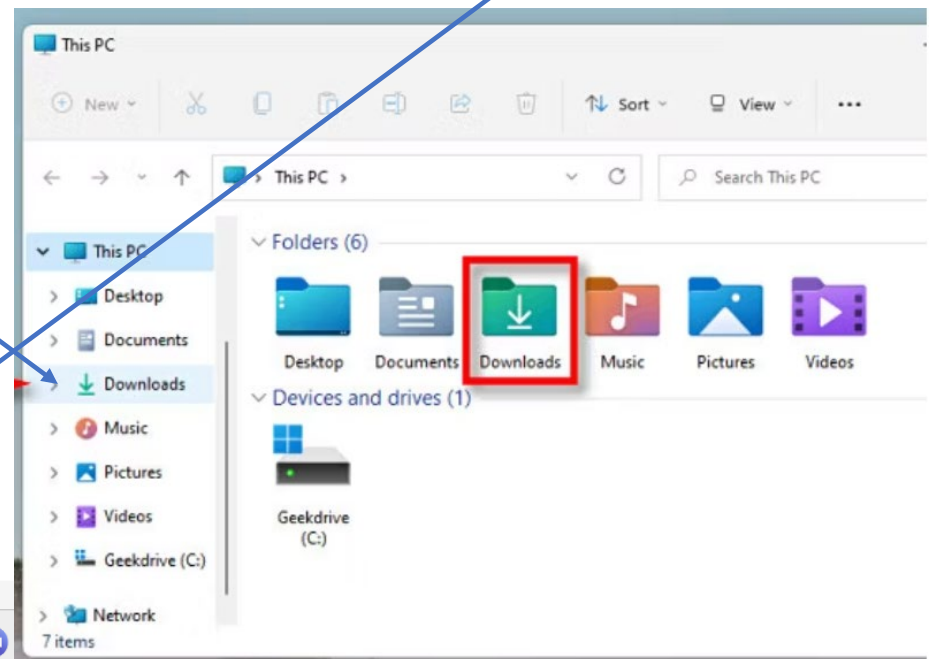
If you can't download reports in Excel or PDF, or you're having trouble viewing additional information from hyperlinks inside of reports, your browser's pop-up blocker might be causing the issue.

If you're trying to download a report and you don't see it, let's first check to see if the report downloaded automatically before we investigate pop-up blockers as the issue.

Downloading Reports from CareWork to Excel or PDF – Check your Downloads Folder for the Report File

Chrome, Firefox, and Microsoft Edge browsers download files from CareWork to your computer's Downloads folder by default. You can view your downloaded CareWork report in your Downloads folder on your computer and in your browser's toolbar.

Windows: Your Downloads folder is found in "File Explorer". You can open File Explorer by typing "File Explorer" in the Windows search section at the bottom of your screen.



Mac: If you're using a Mac, downloaded files are usually saved by default in a folder called "Downloads" that is in your user account folder. macOS usually keeps a link to your Downloads folder in the dock, which is the row of app icons on the bottom or side of your screen. Look in the dock (beside the Trash) for a stack of icons or a folder icon with a downward pointing arrow on it. Click on that icon and your Downloads folder will open.

Tip: If you don't have a shortcut to Downloads in the dock, you can drag the Downloads folder from Finder to the area beside Trash to place it there.



You can also find your downloaded report in your browser's toolbar.

Here are the instructions to find downloaded files in Chrome, Firefox, Microsoft Edge, and Safari Browsers:

- Chrome: <https://support.google.com/chrome/answer/95759>
- Firefox: <https://support.mozilla.org/en-US/kb/where-find-and-manage-downloaded-files-firefox>
- Microsoft Edge: <https://support.microsoft.com/en-us/microsoft-edge/find-where-your-browser-is-saving-downloads-d3e83af6-68bb-aa90-3167-eeb657013902>
- Safari: <https://support.apple.com/guide/safari/download-items-from-the-web-sfri40598/mac>

If you have checked your Download folder and your browser and you don't see the file, a pop-up blocker in your browser might be the issue.

A pop-up blocker is any program that prohibits a pop-up at some point in time. Generally, pop-up blockers are installed in your browser to avoid pop-up ads from webpages. However, depending on the pop-up blocker, they can also block CareWork pop-up functionality as well, including report downloads and other pop-ups in the platform that provide additional report detail.

Follow the instructions below for your browser to disable pop-up blockers. Once you've done this, try downloading the report again. If you don't find the report in your Downloads folder after disabling your pop-up blocker, send an email to support@mycarework.com and let us know which report you are trying to download. We'll troubleshoot for you from there!

Chrome: <https://support.google.com/chrome/answer/95472?hl=en&co=GENIE.Platform%3DDesktop>

Change your default pop-ups & redirects settings

1. On your computer, open **Chrome**.
2. At the top right, click More  > **Settings**.
3. Click **Privacy and security** > **Site Settings** > **Pop-ups and redirects**.
4. Choose the option that you want as your default setting.

Manage pop-ups & redirects for a specific site

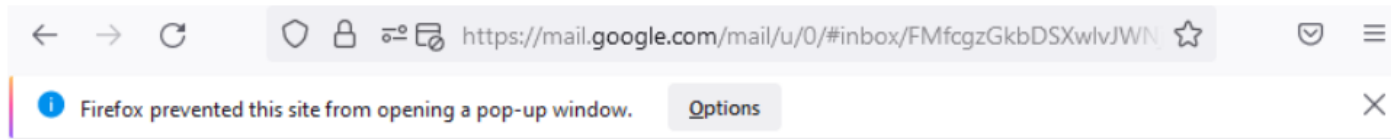
Not all pop-ups are ads or spam. Some legitimate websites display web content in pop-up windows.

Allow pop-ups and redirects from a site

1. On your computer, open **Chrome**.
2. Go to a page where pop-ups are blocked.
3. In the address bar, click Pop-up blocked .
4. Click the link for the pop-up you want to check.
5. To always allow pop-ups for the site, select **Always allow pop-ups and redirects from [site]** > **Done**.

Firefox: <https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>

When blocking a pop-up, Firefox displays an information bar (if it hasn't been previously dismissed – see below), as well as an icon  in the address bar.



When you click either the **Options** button in the info bar or the icon in the address bar, a menu is displayed with the following choices:

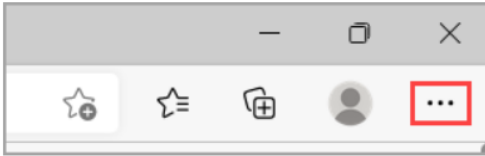
- Allow/Block pop-ups for <website address>
- Manage [pop-up settings...](#)
- Don't show this message when pop-ups are blocked
- Show <pop-up web address>

Blocking pop-ups may interfere with some websites: Some websites, including some banking sites, use pop-ups for important features. Blocking all pop-ups disables such features. To allow specific websites to use pop-ups, while still blocking all others, you can add those specific websites to the list of allowed sites.

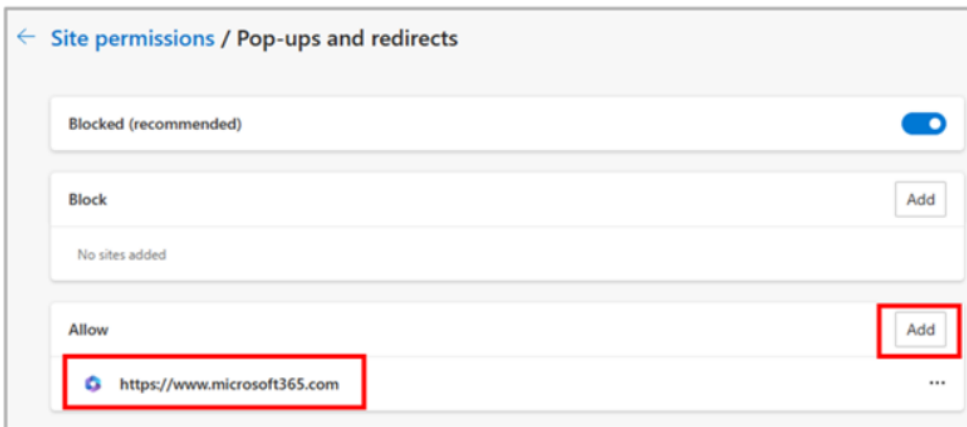
Blocking pop-ups doesn't always work: Although Firefox blocks most pop-ups, some websites may show pop-ups using uncovered methods, even when they are blocked.

Microsoft Edge: <https://support.microsoft.com/en-us/microsoft-edge/block-pop-ups-in-microsoft-edge-1d8ba4f8-f385-9a0b-e944-aa47339b6bb5>

1. In Edge, go to **Settings and more** ... at the top of your browser.



2. Select **Settings** ⚙️ > **Cookies and site permissions**.
3. Under **All permissions**, select **Pop-ups and redirects**.
4. Go the **Allow** section, and then select **Add**.



5. Type in the URL that you want to allow to create pop-ups into the dialog box (starting with the **https://** portion at the beginning) and select **Add**. The URL should now appear in your Allow list.

Safari: <https://support.apple.com/guide/safari/websites-ibrwe2159f50/16.0/mac/11.0>

In the Safari app  on your Mac, use Websites preferences to customize how you browse individual websites. To change these preferences, choose Safari > Preferences, then click Websites.

The settings you can customize (such as Reader and Content Blockers) are listed on the left.

To apply a setting to a website on the right, first select the setting, then choose the option you want from the pop-menu next to the website.

Pop-up Windows

Block pop-up windows that appear when you open or close a webpage.

- *Block and Notify*: When you visit the site, Safari displays an icon in the [Smart Search field](#). You can click the icon to display the pop-up windows.
- *Block*: The site can't display pop-up windows.
- *Allow*: The site can display pop-up windows.

Note: Some websites use pop-up windows for essential content.

Downloads

- *Ask*: The site must ask before it starts a download.
- *Deny*: The site can't download.
- *Allow*: The site can always download.