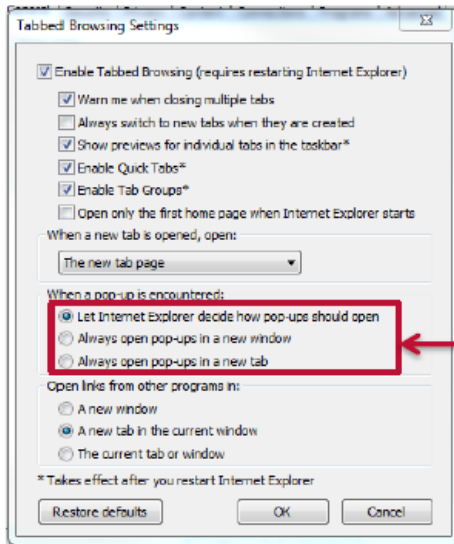# TAG Guide – Timetable Troubleshooting

Introduction

Almost all timetable access problems seem to be related to pop-up blocking issues. This document covers a few different things that solve the problem, along with a couple of other bits of information.

- Are you selecting all of the information, but get nothing when you click on *View Timetable*?
  - This usually means one of two things:
    1. The window is popping up underneath the current window rather than over the top of it, look at your taskbar to see if something new has opened; it should have a name which starts with something like *SWSCUST*.
    2. Your browser is blocking the pop-up from coming up. Further down in the document you will find information on how to resolve this problem, with different information depending on the browser being used.

- A couple of other things that have come up:
  - If you have just selected your optional module you will have to wait until past 1100 the next day in order for that information to feed through.
  - If you have not selected your optional modules at all, using the eVision task, this will also prevent your modules from displaying.
  - There may be work underway which has prevented you from receiving your modules. This will prevent your modules from displaying, so for the time being, please use the *Course* view.
- Please feel free to contact us via e-mail at timetabling@brunel.ac.uk or phone us on 01895 267024 if these tips do not resolve your problem.

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Internet Explorer

It is typically only Internet Explorer where pop-ups pop up behind the screen. This can be changed by doing the following:

1. Click on *Tools* and then *Internet Options*.
2. In the *General* tab, there is a heading called Tabs.
3. In IE 8, click the button marked Settings, in IE 10 click the button marked Tabs
4. Click on "Let Internet Explorer decide how pop-ups should open".

If you are using any other browser and are unable to rectify the problem please contact computing-support@brunel.ac.uk (01895 265888).
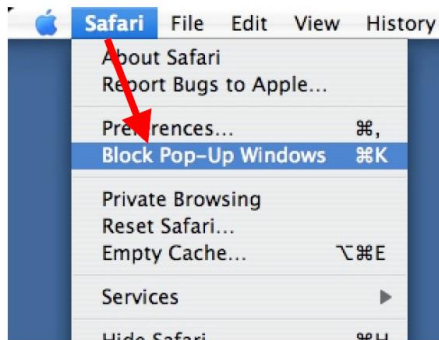
If you have any other timetable issues please contact timetabling@brunel.ac.uk
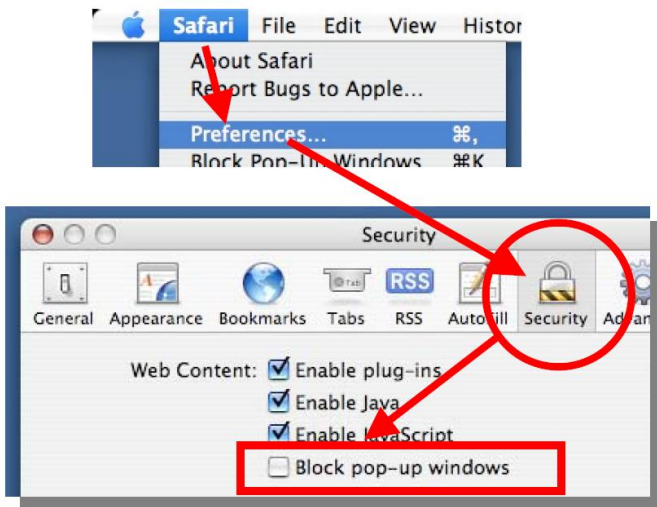
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Safari (on a computer, not iPhone or iPad)

In Safari, pop-ups are disabled by default. There are 2 ways to disable them, depending on the version.

1. While in Safari, go to the very top of the screen (not the window, the screen) and click on Safari, then if it is ticked, untick Block Pop-Up Windows.

2. Again, go up to Safari, but this time click on *Preferences*. Go to the Security tab and then un-tick *Block pop-up windows*.

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iPhone and iPad (Safari)

These devices use the same browser as macbooks, however you get into the settings slightly differently if you want to turn off pop-up blocking.

1. Go to the home screen, which should allow you into *Settings*.
2. A bar should open up on the left, which should contain the Safari menu item.
3. Tap on the Safari menu item.
4. A number of options should appear. Look for the option called Block Pop-ups and slide it to OFF (allow all pop-ups).

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Chrome

See pop-ups for a specific site

To see blocked pop-ups for a site, follow the steps listed below:

1. If pop-ups have been blocked, you'll see the icon in the address bar. Click the icon to see a list of the blocked pop-ups.
2. Click the link for the pop-up window that you'd like to see.
3. To always see pop-ups for the site, select "Always show pop-ups from [site]." The site will be added to the exceptions list, which you can manage in the Content Settings dialogue.

To manually allow pop-ups from a site, follow the steps below:

1. Click the Chrome menu on the browser toolbar.
2. Select **Settings**.
3. Click **Show advanced settings**.
4. in the "Privacy" section, click the **Content settings** button.
5. In the "Pop-ups" section, click **Manage exceptions**.

Allow all pop-ups

You can allow all pop-ups by disabling the pop-up blocker. Follow these steps:

1. Click the Chrome menu on the browser toolbar.
2. Select **Settings**.
3. Click **Show advanced settings**.
4. in the "Privacy" section, click the **Content settings** button.
5. In the "Pop-ups" section, select "Allow all sites to show pop-ups." Customise permissions for specific websites by clicking **Manage exceptions**.

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Firefox

Pop-up blocker settings

To access the pop-up blocker settings:

1. At the top of the Firefox window, click on the `Firefox` button and then select `Options` At the top of the Firefox window, click on the `Tools` menu and then select `Options` On the menu bar, click on the `Firefox` menu and select `Preferences…` At the top of the Firefox window, click on the `Edit` menu and select `Preferences` Click the menu button and choose `Options` `Preferences`

2. Select the `Content` panel.

In the content panel:

- **Block pop-up windows**: Uncheck this to disable the pop-up blocker altogether.
- `Exceptions` : This is a list of sites that you want to allow to display pop-ups.

The dialog has the following choices:

- **Allow**: Click this to add a website to the exceptions list.
- **Remove Site**: Click this to remove a website from the exceptions list.
- **Remove All Sites**: Click this to remove all of the websites in the exceptions list.

Note: Blocking pop-ups may not always work and may interfere with some websites. For more information, see the What are Pop-ups? section above.