

Advice on using Popups

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1. What are 'Popups'?

Popup windows (known as popups) are screens from a web-page that open up a new window, leaving the previous window still there. They are used extensively on a variety of websites.

The Export Control Organisation (ECO) export licensing database (known as SPIRE) uses popups to download PDF documents and as part of its file upload/download facility.

2. What if I have a problem with viewing popups?

There are a few reasons why you may experience problems when trying to use popups;

- i)** the most likely is that your Web-browser is blocking popups - the section below provides help with this.
- ii)** if you are running a personal firewall on your computer then this may be blocking popups for unapproved sites, if this is the case then consult your firewall user-guide make sure that <https://www.spire.bis.gov.uk> has been added in the list of allowed sites.
- iii)** if you are using a secure network to access SPIRE then the security software on the network may be blocking the popup, if you suspect that this is the case then you should contact your network administrator and seek advice.

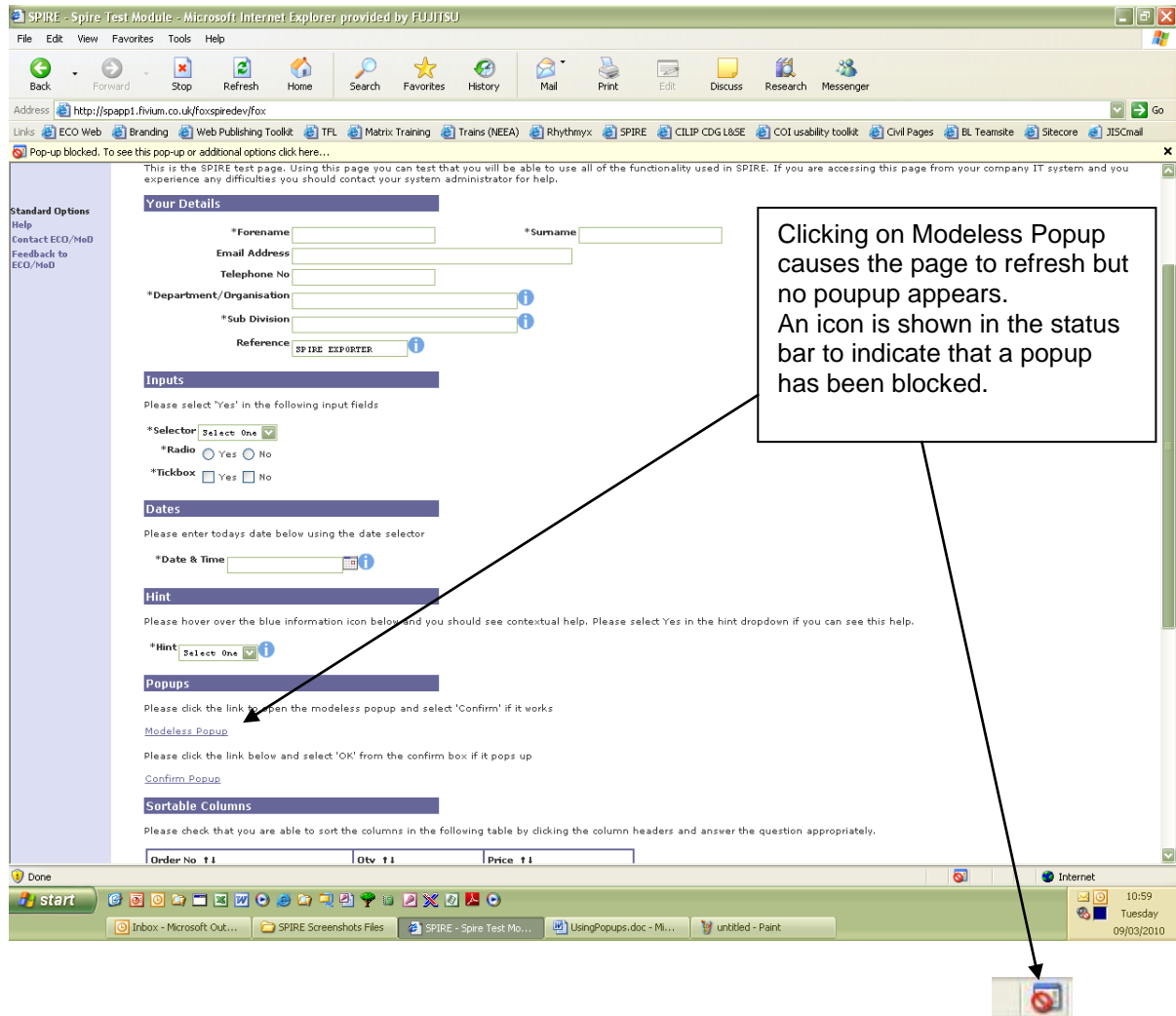
3. Steps to take if your web-browser is blocking popups

Most Web browsers have a built-in popup blocker that prevents popups appearing.

This can usually be configured to allow popups for certain web-sites.

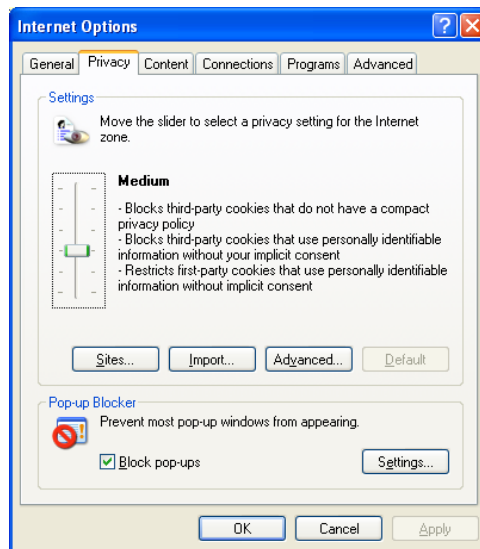
To allow popups for Internet Explorer version 6 (or similar) follow the steps below, for other Web browsers or popup blockers, consult the user manual for 'enabling popups'.

The screenshot below shows what happens when trying to access a popup with the popup blocker enabled.



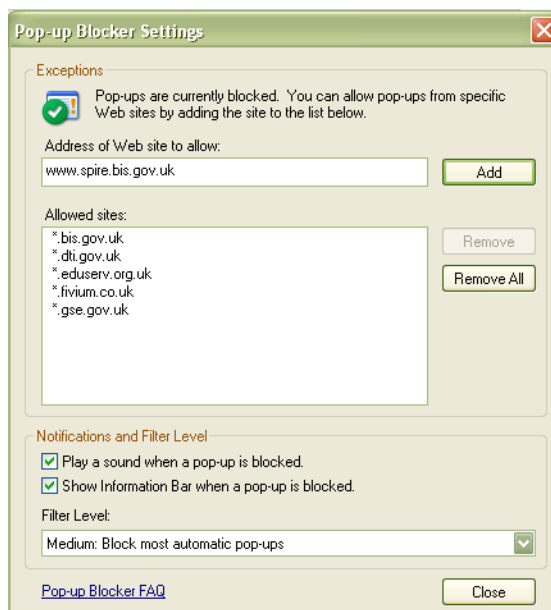
Step 1

On the menu at the top of the screen, click on **Tools** then click **Internet Options** and chose the **Privacy** tab.



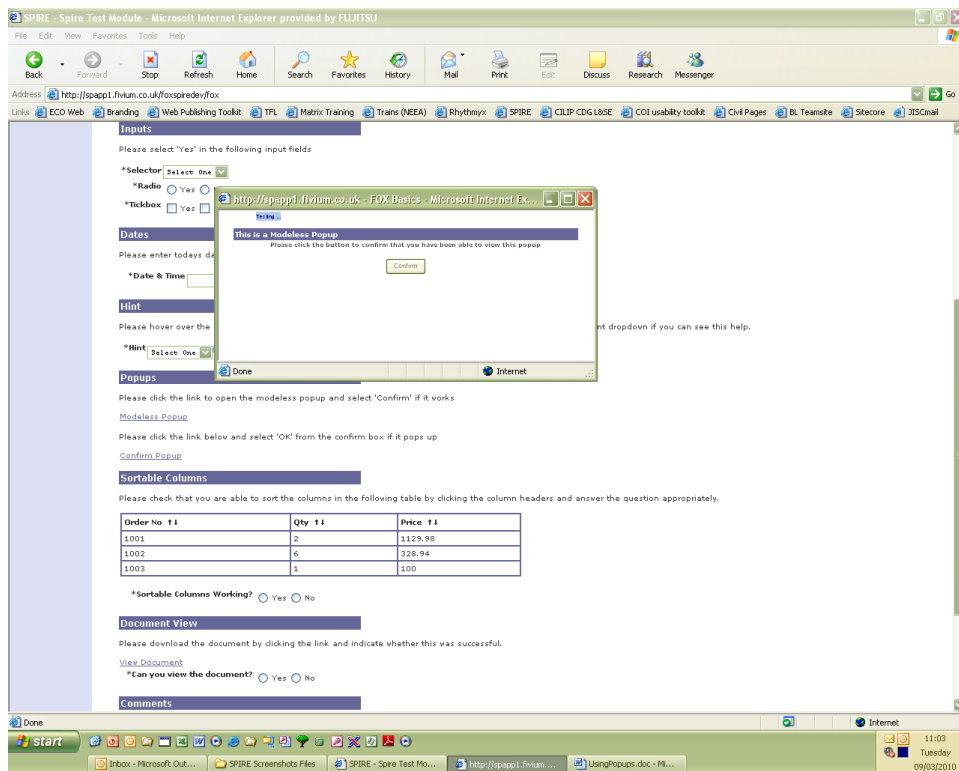
Step 2

Click on **Settings...** to bring up the *Popup Blocker Settings* menu. Type www.spire.bis.gov.uk into the input box and click **Add**. Click on the **Close** button then click on the **OK** button on the *Internet Options* window (see above).



Step 3

Try clicking on the popup link again, this time a popup should appear.



Export Control Organisation
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