

# Popup Settings

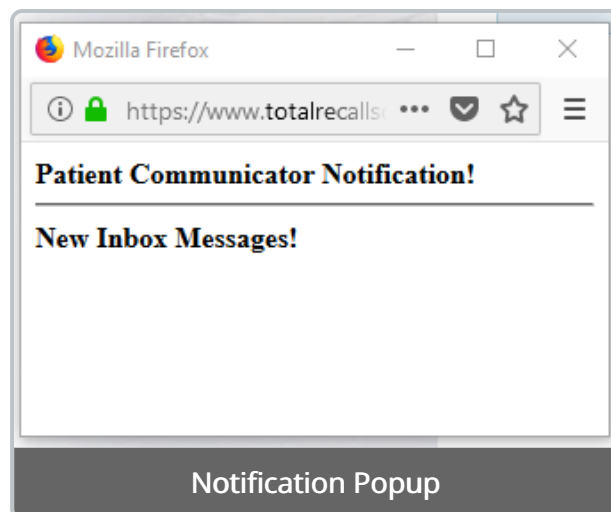
Last Modified on 12/23/2018 7:28 am EST

## Summary

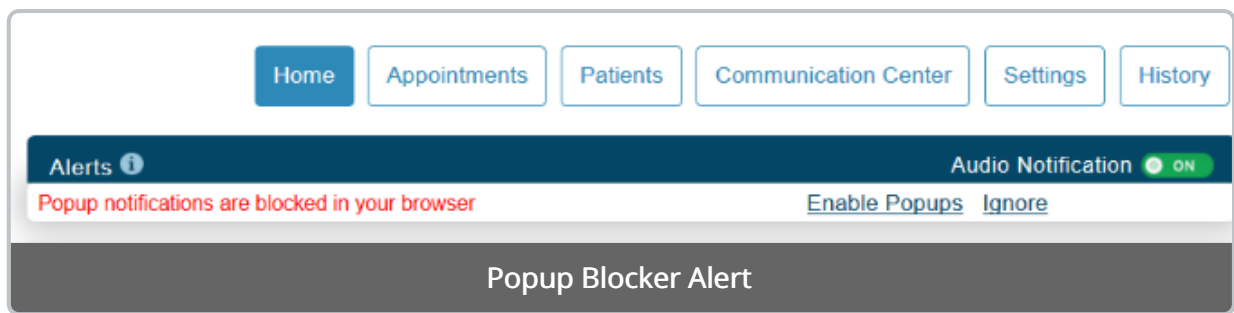
Most browsers are set to automatically block popups.

When enabled for your Patient Communicator site and are logged into Patient Communicator, a small popup will appear on the screen notifying the user that a new *text message, confirmation, OLS (Online Schedule) appointment, or waitlisted patient* has been received on the [Homepage](#).

This popup will appear even if the Patient Communicator tab has been minimized in the browser. The popup may be closed at any time and is set to be visible for 30 minutes.



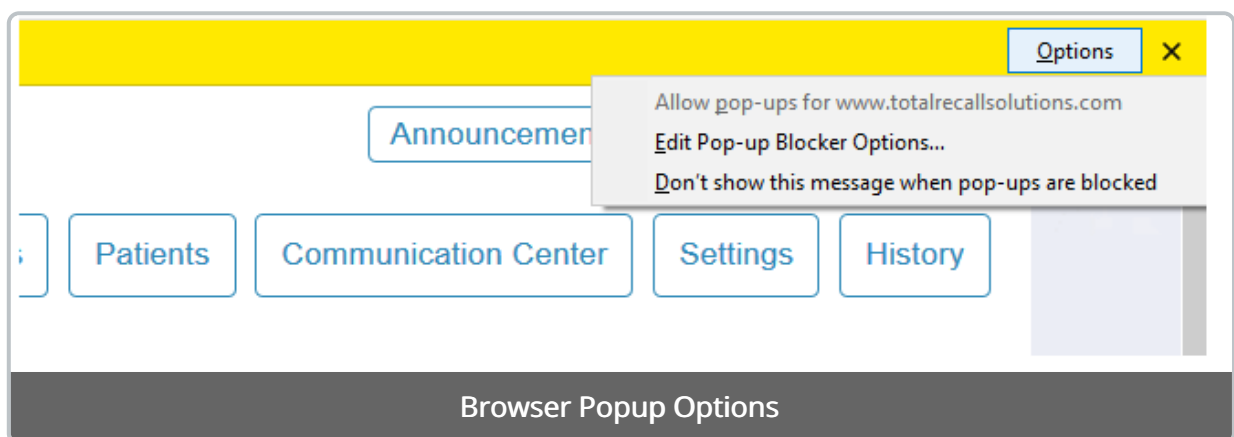
When popups are blocked by the browser, a notification will appear in the [Alerts](#) box on the *Homepage*. To enable popups, Click **Enable Popups** and follow the step by step directions. This must be repeated at each workstation desiring the popup notifications.

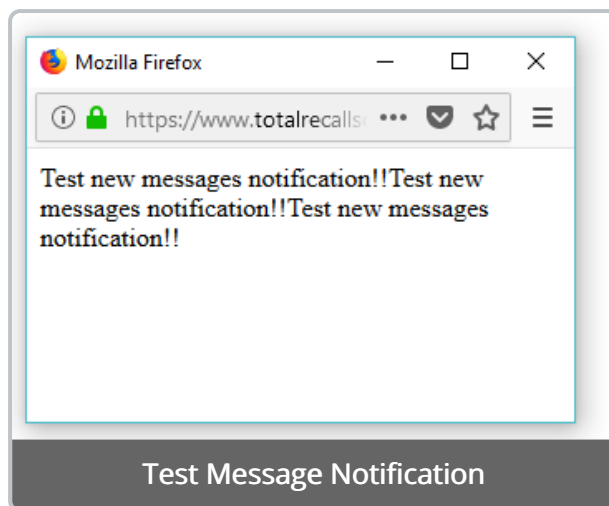


## Change Popup Settings

If Ignore was chosen and now popups are desired, or if unsure follow the steps below:

1. Go to [Settings > Advanced Settings > Popup Settings](#)
2. Make sure **Enable Popups** is checked
3. Click **Test Popup**
  - If popups are not allowed a message will be generated by the browser that the popups are prevented. Follow the steps to allow popups from [www.totalrecallsolutions.com](http://www.totalrecallsolutions.com)
  - If popups have already been enabled, a popup will appear with the words "Test new messages notification!!"





## Edit Popup Visibility and Position

The Popup Screen Position and Popup Visibility duration may also be edited from *Popup Settings* screen.

### Popup Notifications Settings

As long as you're signed in to Patient Communicator, you will get a popup notification whenever a new message comes in, so that you can continue working on your desktop without having to worry about missing any important messages.

Enable Poupas:

☒ [Test Poupap](#) i

Popup Screen Position:

Bottom Right

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Popup Visibility Duration:

30 Minutes

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Focus:

☐ i

UnFocus:

☐ i

SAVE

Popup Notification Settings

