How to Allow Pop-Ups and Redirects for Career Pathway

If you are having trouble accessing training courses or launching learning content, you may need to allow pop-ups and redirects for the Drexel Learning Portal Career Pathway.

Website to Allow:
https://drexel.csod.com

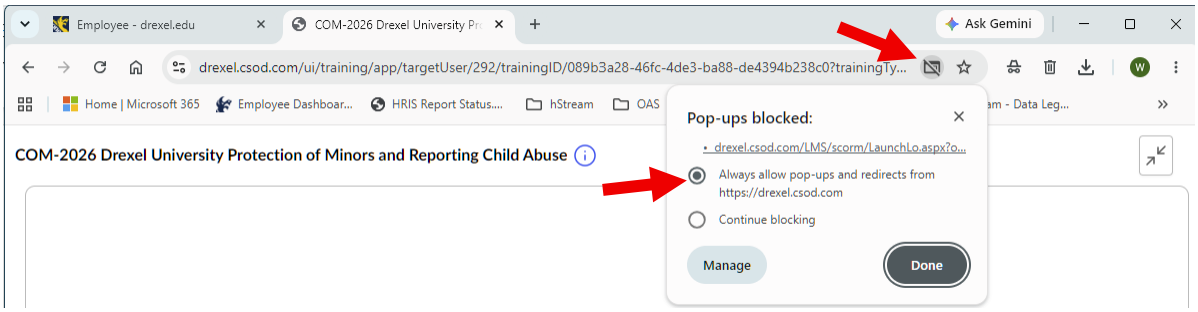
Google Chrome

1. Open Google Chrome.
2. In the address bar, type:
3. chrome://settings/content/popups and press **Enter**.
4. Under **Allowed to send pop-ups and use redirects**, click **Add**.
5. Enter: **https://drexel.csod.com**
6. Click **Add**.
7. Close browser and try again.

The site will now be permanently allowed to open pop-ups and redirects in Chrome.

Note:

In rare cases, if the issue persists after updating your settings, look for the **"Pop-up blocked"** icon in your browser's address bar. Click the icon, select **"Always allow pop-ups and redirects from https://drexel.csod.com,"** and then click **Done**. **Exit Course** and **Launch** again.



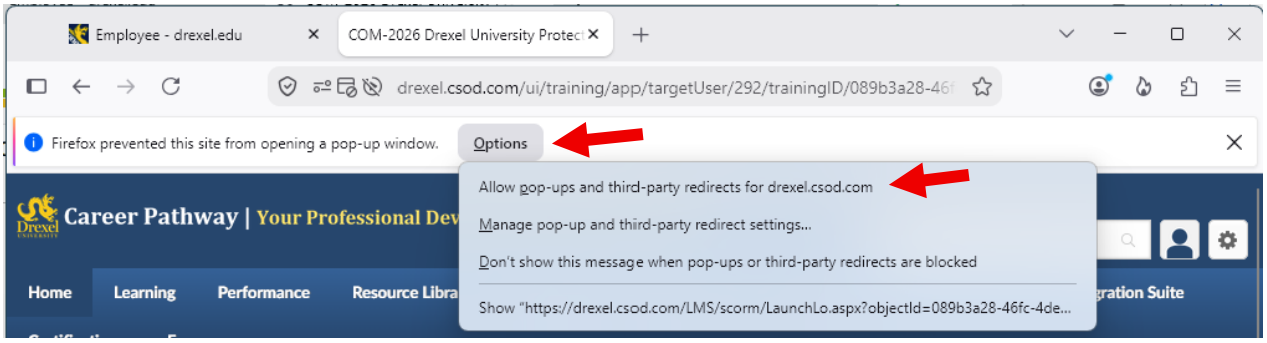
Mozilla Firefox

1. Open Firefox.
2. Click the **Menu** button (☰) in the upper-right corner.
3. Select **Settings**.
4. Click **Privacy & Security**.
5. Scroll down to the **Permissions and data** section.
6. Ensure the checkbox for **Block pop-up windows and third-party redirects** is checked.
7. Click **Manage Exceptions**.
8. Enter: **https://drexel.csod.com**
9. Click **Allow**.
10. Click **Save Changes**.
11. Close browser and try again.

The site will now be permanently allowed to open pop-ups in Firefox.

Note:

In rare cases, if the issue persists after updating your settings, look for the **"Options"** notification below the browser's address bar after launching the course. Click **"Options"** and select **"Allow pop-ups and third-party redirects from drexel.csod.com."** This will allow the course to open in a new window.



Microsoft Edge

1. Open Microsoft Edge.
2. In the address bar, type: **edge://settings/content/popups**

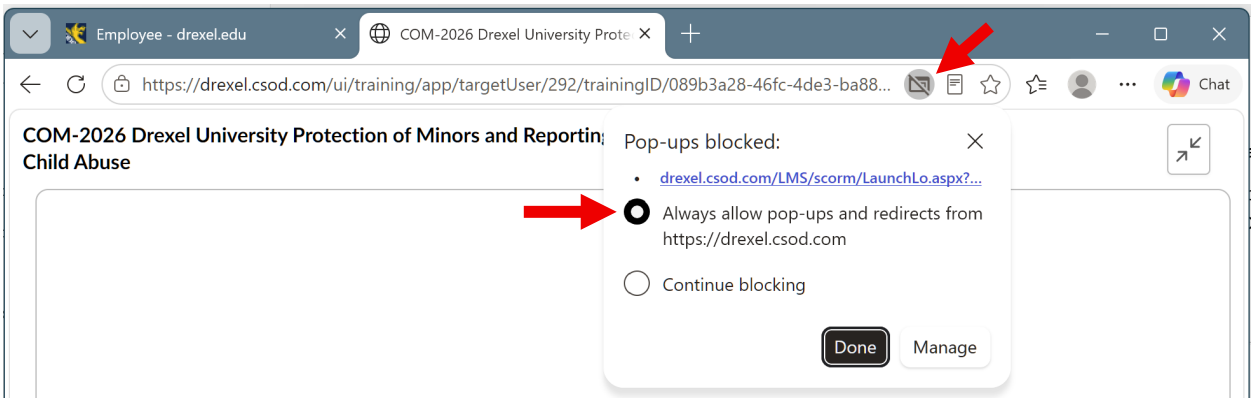
and press Enter.

3. Under **Allow**, click **Add**.
4. Enter: **https://drexel.csod.com**
5. Click **Add**.
6. Close browser and try again.

The site will now be permanently allowed to open pop-ups and redirects in Microsoft Edge.

Note:

In rare cases, if the issue persists after updating your settings, look for the **"Pop-up blocked"** icon in your browser's address bar. Click the icon, select **"Always allow pop-ups and redirects from https://drexel.csod.com,"** and then click **Done**. **Exit Course** and **Launch** again.



Safari (Mac)

1. Open Safari.
2. Navigate to the Career Pathway welcome screen via DrexelOne
3. From the menu bar, select **Safari** > **Settings**.
4. Click the **Websites** tab.
5. Select **Pop-up Windows** from the left-hand menu.
6. Locate **drexel.csod.com** in the list of websites.
7. Change the setting to **Allow**.
8. Close browser and try again.

The site will now be allowed to open pop-up windows in Safari.

Additional Troubleshooting

If training content still does not launch after allowing pop-ups:

- Refresh the page and try again.
- Disable ad blockers or pop-up blocking browser extensions for the site.
- Clear your browser cache and cookies.
- Close and reopen your browser.
- Contact hr@drexel.edu if the issue persists.

For assistance, please provide the browser name and version you are using, along with any error messages displayed.