

Health Advocate EAP Webinar Series – Connectivity Resolution Tips

If you are unable to access the webinar, please try the following tips.

We recommend using **Google Chrome** to launch the webinar, as **Microsoft Edge may cause connectivity issues**. If you experience problems connecting through the webinar link—such as an endless loading or spinning screen—try one or both of the following solutions:

Disabling the Browser's Pop-Up Blocker (Google Chrome)

Use **Google Chrome** to access the webinar.

1. Open **Google Chrome** and click the webinar session link.
2. If the session does not open, check for a pop-up blocker:
 - Click the **three vertical dots** to the right of the web address.
 - Select **Site settings**.
 - Locate **Pop-ups and redirects** and set it to **Allow**.
3. Refresh the page after updating the settings.

Enter the Webinar Link Directly into the Browser

If adjusting the pop-up blocker does not resolve the issue:

1. Copy the **full webinar link**.
2. Paste it directly into the **Chrome browser's address bar**.
3. Press **Enter** to launch the session.

Submit a DTI Helpdesk Ticket

If neither solution works submit a ticket to **DTI Helpdesk**.

- Include:
 - The **browser** used
 - The **steps taken** to attempt to resolve the issue
 - A brief description of the problem encountered

Helpful Contact information and Links

DTI Help Desk: dti_servicedesk@delaware.gov or (302) 739-9560

Google Chrome Help:

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

Microsoft Support:

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