

Optimising your web browser and computer for taking courses on the “Knowing Parkinson’s” site

To be able to take courses on our “Knowing Parkinson’s” site at <https://www.knowingparkinsons.org.uk>, which is a Moodle learning management system, **you must allow *pop-ups* and *cookies* in your browser’s settings.**

We have provided the following help for the 3 most commonly used browsers running on Windows computers (at the time of writing this help guide): Microsoft’s **Edge**, Google’s **Chrome** and Mozilla’s **Firefox**.

If you are using a mobile device, an Apple computer or a different operating system, please refer to its online help for what you may need to do regarding cookies and pop-ups.

Microsoft’s Edge

Allowing pop-ups in Edge for our site

To allow pop-ups in Edge, click the **Settings and more ...** icon at the top right of the Edge window (3 horizontal dots) > **Settings** > **Cookies and site permissions** (on left hand side) > scroll down and click the “**Pop-ups and redirects**” section, and if the ‘**Block**’ slider button is on (ie the dot is on the right hand side of the slider) click the ‘**Add**’ button in the ‘**Allow**’ box, and add our Moodle site’s web address www.knowingparkinsons.org.uk to the list of sites allowed.

Allowing cookies in Edge for our site

To allow cookies in Edge click the **Settings and more...** icon at the top right of the Edge window (3 horizontal dots) > **Settings** > **Cookies and site permissions** (on left hand side) > click the “**Manage and delete cookies and site data**” section, click the ‘**Add**’ button in the ‘**Allow**’ box, and add our Moodle site’s web address www.knowingparkinsons.org.uk to the list of sites allowed.

Google's Chrome

You can download Google's "Chrome" browser from <https://www.google.com/chrome/>

Allowing pop-ups in Chrome for our site

To allow pop-ups only for our online courses' Moodle site in Chrome, click the **Customize and control** icon at the top right of the Chrome window (3 vertical dots) > **Settings** > **Privacy and security** (on left hand side) > **Site Settings** > scroll down to and click **Pop-ups and redirects**, click the "Add" button in the "Allow to send pop-ups and use redirects" section > type our Moodle site's web address **www.knowingparkinsons.org.uk** into the "Add a site" box > **Add**.

Allowing cookies in Chrome for our site

To allow cookies only for our online courses' Moodle site in Chrome, click the **Customize and control** icon at the top right of the Chrome window (3 vertical dots) > **Settings** > **Privacy and security** (on left hand side) > **Cookies and other site data** > scroll down to the 'Customized behaviors' section, and next to Sites that can always use cookies" click the "Add" button, type our Moodle site's web address **www.knowingparkinsons.org.uk** into the box and click "Add".

Mozilla's Firefox

You can download Mozilla's "Firefox" browser from <https://www.mozilla.org/en-US/firefox/new/>

Allowing pop-ups in Firefox for our site

To allow pop-ups only for our online courses' Moodle site in Firefox, click the **Open application menu** icon at the top right of the Firefox window (3 horizontal bars) > **Settings** > **Privacy & Security** (on left hand side) > scroll down to the "Permissions" section and click the "Exceptions..." button next to 'Block pop-up windows' > type our Moodle site's web address **https://www.knowingparkinsons.org.uk** into the "Address of web site" box > **Allow** > **Save Changes** > click the **X** of the browser's **Settings** tab to close it.

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Allowing cookies in Firefox for our site

Click the **Open application menu** icon at the top right of the Firefox window (3 horizontal bars) > **Settings** > **Privacy & Security** (on left hand side) > scroll down to the “**Cookies and Site Data**” section and click the “**Manage Exceptions**” button > type our Moodle site’s web address <https://www.knowingparkinsons.org.uk> into the ‘Address of web site’ box > **Allow** > **Save Changes** > click the **X** of the browser’s **Settings** tab to close it.

Note re changing settings on your work computer

If you are trying to do the course from work, it may be that you don’t have administrator privileges to change settings or install software onto your work computer.

In this case, please contact your IT support helpdesk and ask them to make the above changes to your computer. It may be that they will prefer to explicitly allow our website to be an exception to the rules regarding cookies and pop-ups. Let them know your course is running on the <https://www.knowingparkinsons.org.uk> website.

Reading PDF files

We also provide downloadable PDF files in our courses. You can open and read these in the most popular browsers by default. However, if you download a PDF onto your computer/device, you may need to also download the free **Adobe Acrobat Reader** software to read this file format.

This is available from <https://get.adobe.com/uk/reader/> if you are in the UK (copy and paste this into the address box at the top of your browser window). Simply follow the instructions to install the software.