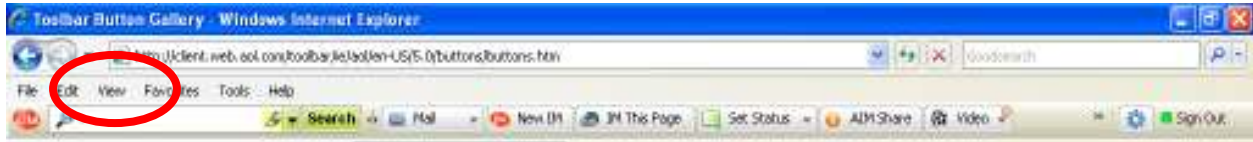
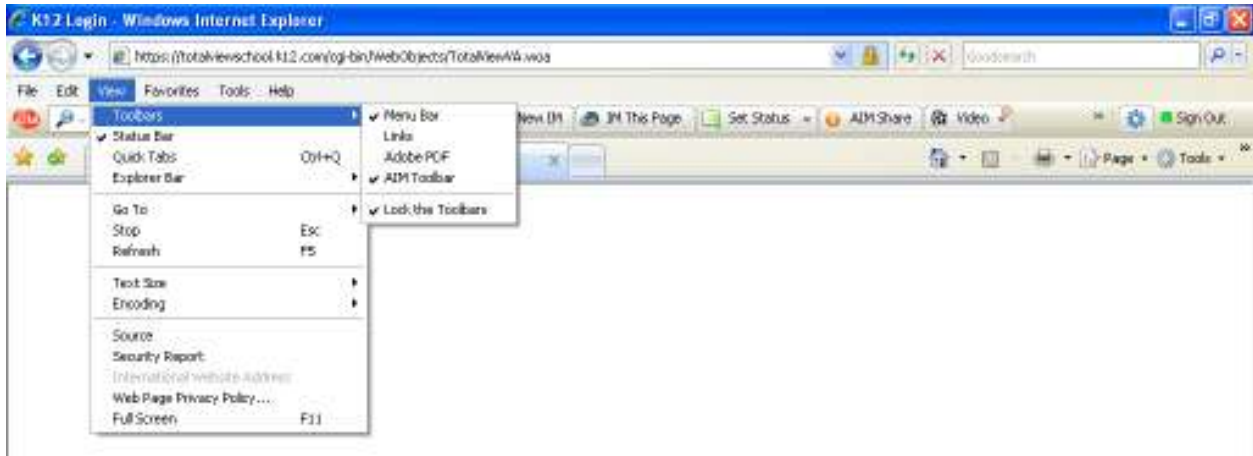


Go to view in Internet Explorer:



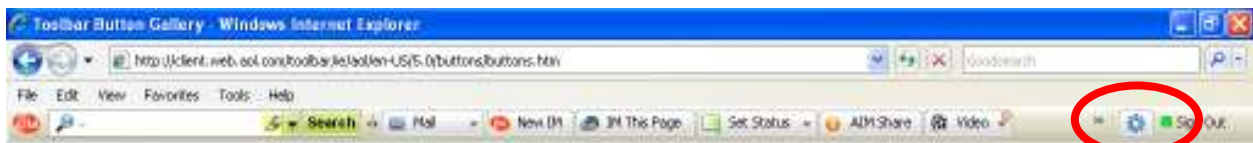
Go to toolbars and check to see which toolbars are installed regardless of if they are checked:



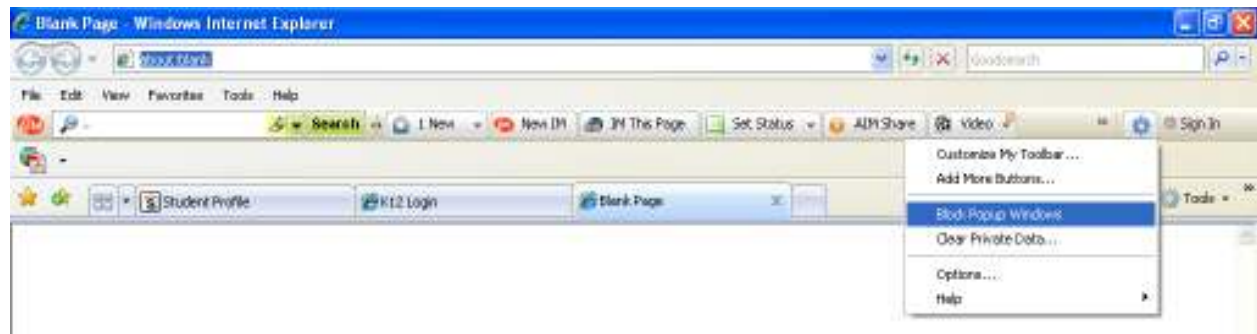
Toolbars such as AIM and Google have their own popup blockers. So, even if Internet Explorer's popup blocker is turned off, the test will not appear until the other toolbars popup blockers are disabled. In my example above, Adobe does not have a popup blocker.

Make sure the toolbar is checked and visible.

For AIM, the parent should look for the blue circle:



Make sure "Block Popup Windows" is unchecked:



They will have to look for this option for every toolbar they have installed. You may need to bring them into an Elluminate room in order to help them with this.