What to do if chat is not working? This describes how to add trusted sites to your browser settings, such as the Automox Console and Stripe.

**Testing pop-up settings**

Test your browser’s pop-up blocker settings. If the settings are configured for maximum security, you can’t view any pop-up windows within the Automox console, including pop-ups that provide required functionality.

To allow pop-up windows for Automox, add `console.automox.com` as a trusted site within your browser’s pop-up blocker settings. Consult the help for your browser for specific instructions.

Some browser add-ons, like the Google toolbar, also have pop-up blocking. Consult your software documentation on those products for details on how to configure them to allow pop-up windows from Automox.