## Why does the Pop Up Invitation or Pop Up Survey not work on my site?

If you choose to place the link to your survey on your site as a pop up, then you are taking the risk and assuming that all your respondents' browsers allow cookies.  From here we gauge or try to discern if this pop up is "annoying" the user.  The pop up can be configured to only open up per number of visits to your site. In particular, the Pop Up Invitation collector allows the user to decide if he/she wants to take the survey immediately or at some other time.  All of this behavior is decided by cookies.

If the respondents' browsers block cookies, then there is nothing that you or we at SurveyMonkey can do.

Internet Explorer also has an additional cookie setting for allowing Third-party Cookies.  If this option is not checked, then our pop ups will never work or open for that browser.  If you are testing the pop up on your site in Internet Explorer and if it does not open up, you will need to enable the Third-party Cookies.   However, this does not mean that all your potential respondents will have this enabled on their individual browser.

### To Enable Third-Party Cookies:

1. Click **Tools** on IE's menu header.
2. Choose **Internet Options.**
3. Click the **Privacy** tab.
4. Make sure there is at least a Medium setting. Then Choose the **Advanced** button.
5. In the next window that opens up, place a tick mark next to "**Override automatic cookie handling**." Make sure that **Third-party Cookies** is selected.
6. Click **OK** to close that prompt.
7. Make sure that the "**Block pop-ups**" is unchecked and click Apply.
8. Click **OK** again to exit out of the set up.