# Disabling Pop-up Blockers for Tracking Shipments

Using the tracking feature of Gateway Distribution's website requires pop-up blockers to be disabled when visiting the website.  This document describes how to disable pop-up blockers.
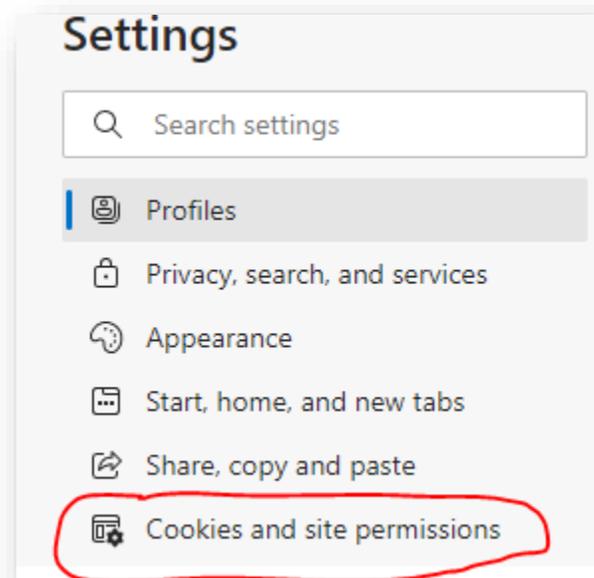
## Symptoms

If your web browser is blocking pop-ups on the Gateway Distribution website, you'll experience something like this:

1. Go to [www.gogdi.net](http://www.gogdi.net)
2. Enter your tracking number, then hit the Track button
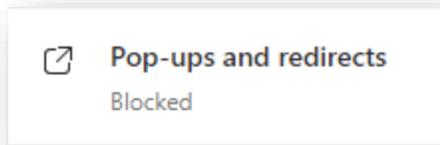3. A new browser tab will open.  The address bar within that tab will simply say "about:blank"

If this happens, please follow the steps below for your web browser.
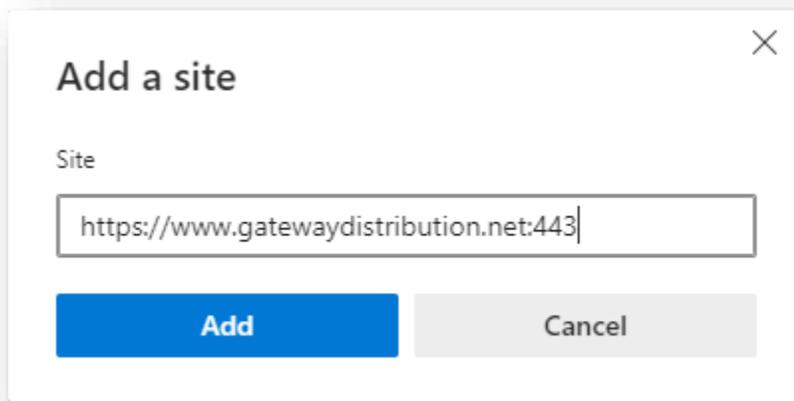
## Disabling Pop-ups in Microsoft Edge

1. Open Microsoft Edge
2. Click on the three dots near the top-right of the browser, then select **Settings** from the menu
3. On the left side of the **Settings** menu, click on **Cookies and site permissions**



4. In the right pane, scroll down and click on the **Pop-ups and redirects** option
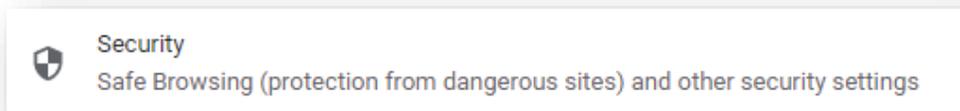
5. In the **Allow** section, click the **Add** button.  The **Add a site** window will appear
6. In the **Add a site** window, type:  **https://www.gatewaydistribution.net:443**, then press the **Add** button
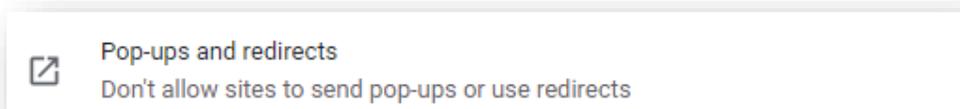


## Disabling Pop-ups in Google Chrome

1. Open Google Chrome
2. Click on the three dots near the top-right of the browser, then select **Settings** from the menu
3. On the left side of the **Settings** menu, click on **Privacy and security**
4. Scroll down until you see the **Site Settings** option and click it



5. Scroll down to the **Content** section and click the **Pop-ups and redirects** option
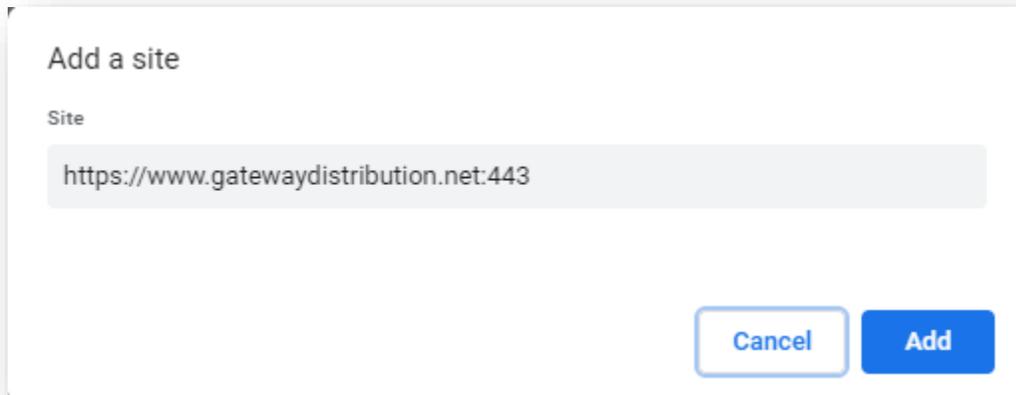
6.  Next to **Allowed to send pop-ups and use redirects**, press the **Add** button

Allowed to send pop-ups and use redirects                                Add

7.  The **Add a site** window will open.  In the blank field, type:
    **https://www.gatewaydistribution.net:443**, then press the **Add** button.

Add a site

Site

https://www.gatewaydistribution.net:443

Cancel          Add