

Adjusting Chrome Internet Browser Settings for Pop-up Blockers

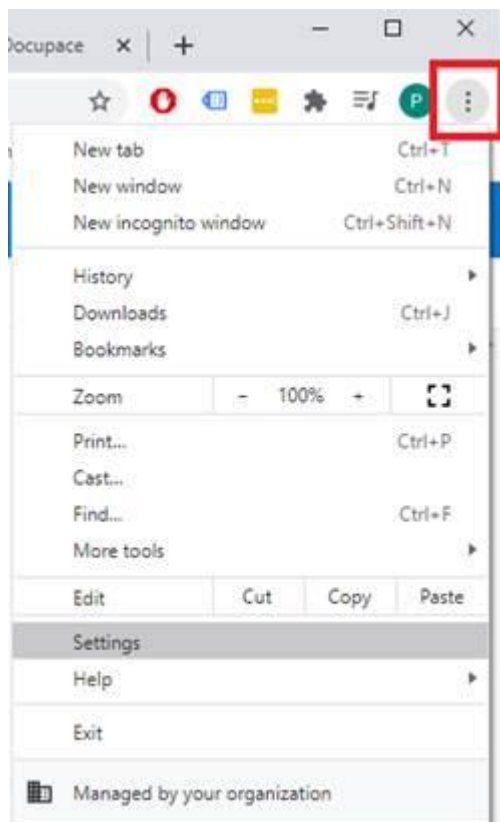
If you are selecting Actions > Wet Sign and nothing happens, it is possible that your internet browser has a pop-up blocker enabled. If the print and submit pop-up screen has worked before, it is doubtful the screen is blocked by the browser. However, if using Chrome, double check to make sure the below icon is not appearing in the address bar.



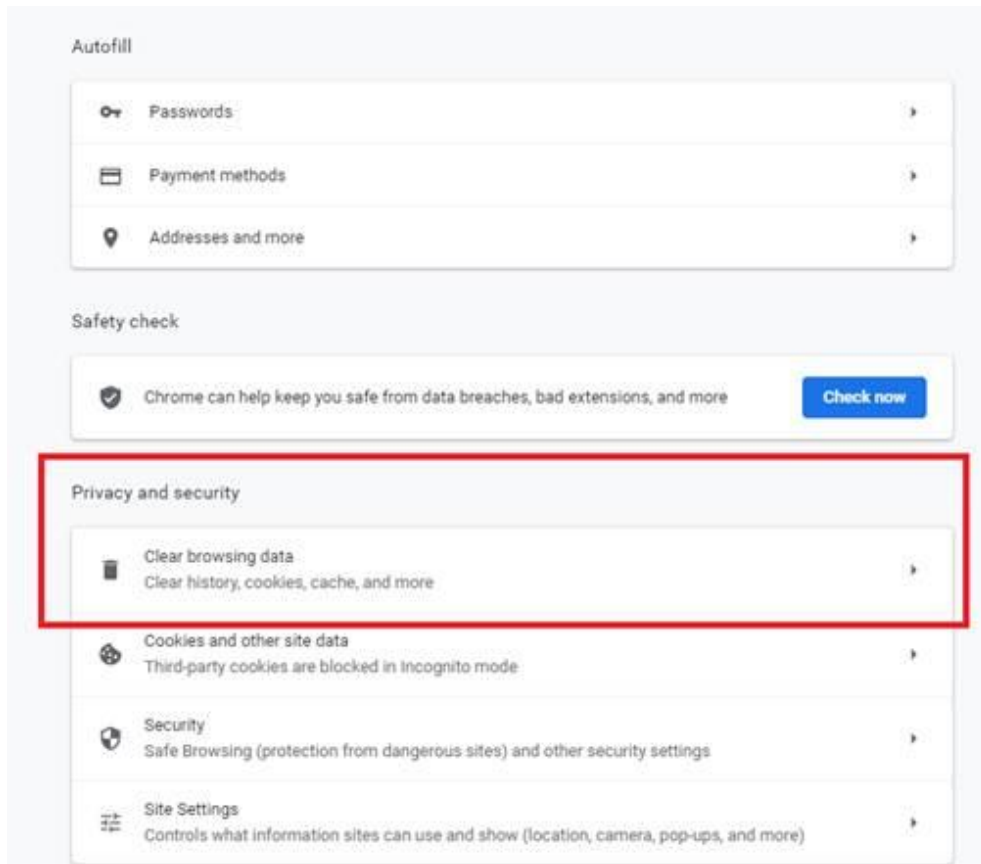
If it is, click the icon and select To Allow Pop Ups for Docupace.

If the issue is not the pop-up blocker, then it could be the browser. Closing or rebooting your computer may resolve the issue. Also, clearing the cached files can help as well. Below are the steps to clear the cached files in Chrome:

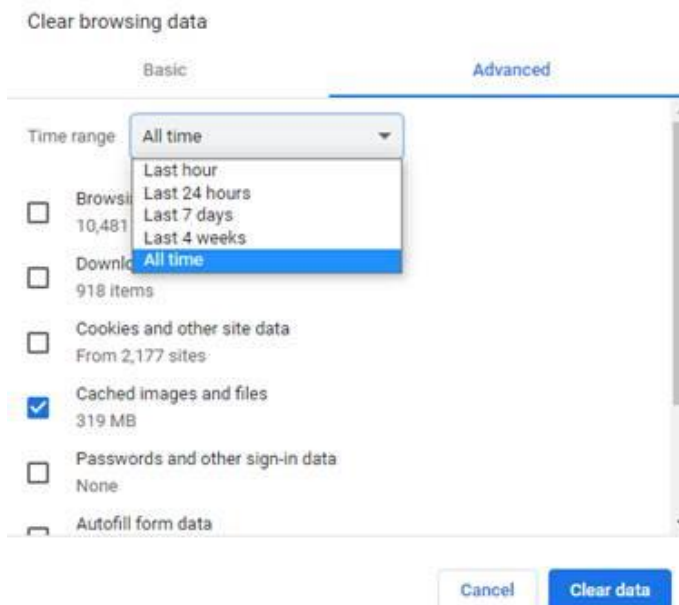
- 1) Select the Setting menu in the upper right corner of Chrome (3 horizontal dots icon) and select the Setting option.



2) On the Settings page, scroll down to Privacy and security and select Clear browsing data.



3) In Clear Browsing Data, select All time and only select Cached images and files. Click Clear data.



If you're not using Chrome or if the issue still persists after trying the above actions, please let us know so that we may direct you to other resources.