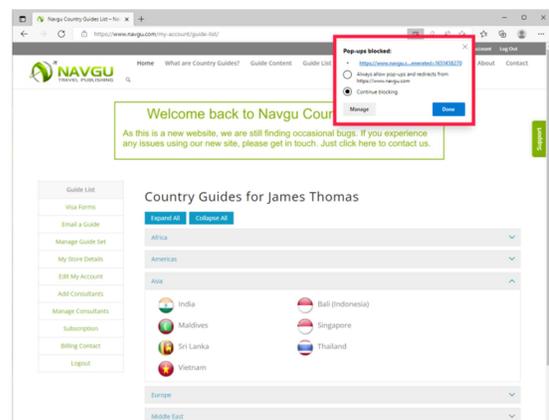
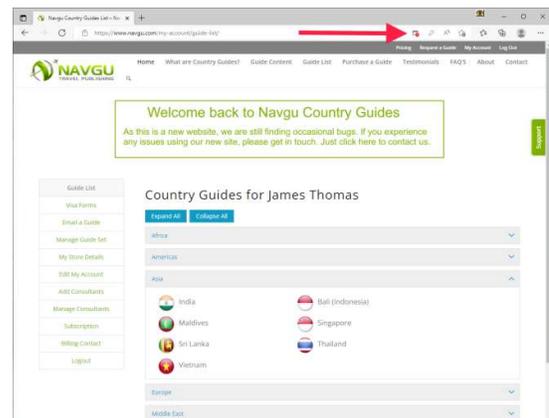
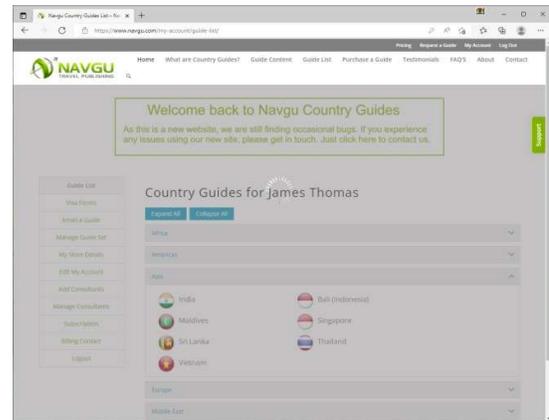


## Pop Up Blocker Exception Using Edge or Chrome

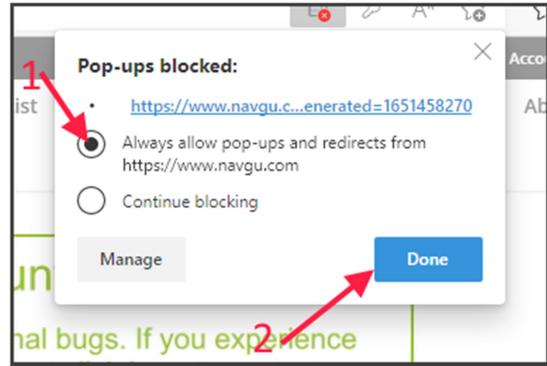
Navgu.com opens Country Guides as a PDF document in a new tab. Pop Up blockers can stop this new tab being opened.

To solve this issue, please follow the instructions below:

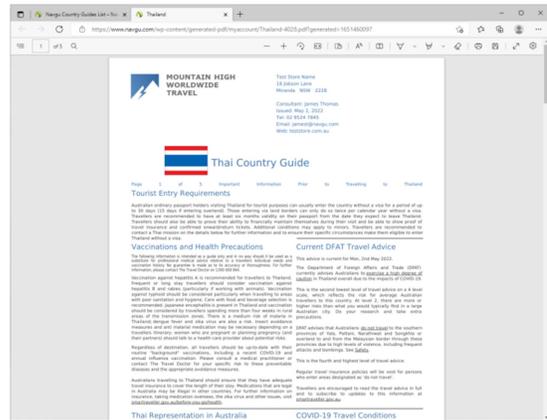
1. Generate a new Country Guide.  
Simply click on any country name, and the screen should go grey with a spinning wheel in the middle. This indicates that the guide is generating.
2. If no guide appears, the pop up blocker icon should appear in your address bar.
3. Click the pop up blocked icon. This will open the notice that a page was blocked.



- Click "Always allow pop-ups and redirections from https://www.navgu.com". Then click "Done".



- Now try and generate another Country Guide. Your branded guide should appear in a new tab.



- If you are still unable to view your Country Guide, please take a screenshot (CTRL+Print Screen) of what is displaying when you attempt to download a guide. Then send this screenshot to us along with a brief description of the problem you are experiencing via our [Contact Us](#) form.