# RESOLVING FORM SUBMISSION ISSUES

**IF THE MBMAG.ORG WEBSITE IS 'STUCK ON PROCESSING' A FORM AFTER CLICKING SUBMIT, FOLLOW THE STEPS BELOW TO RESOLVE THE ISSUE**

## LOGGED OUT OF MBMAG.ORG ACCOUNT

Click "Login" on the top of the webpage and verify you are **still logged in to your account** on mbmag.org. If while logging in again, you do NOT receive an 'already logged in' message like the one below, you were logged out and must log in again. **The website software logs people out after 48 hours and doesn't warn about the logout.**

You are currently signed in as _____ , continuing will sign you out as _____

[ Continue ]  [ Cancel ]

## REQUIRED FORM FIELDS

Verify that all required fields are filled out. Required form fields are noted with an *

## WEB BROWSER SECURITY SETTINGS

If you have confirmed that you are logged in, and all the required fields are filled out on the form (no red notations anywhere), then the web browser security settings must be fixed.

The browser **must allow Pop-Ups** for mbmag.org. The website URL **mbmag.org** must be listed in the browser security settings as allowed to show/serve pop-ups.

### STEP 1: SAVE YOUR DATA

With a saved version of your entered data, you will be able reload it again after changing the web browser settings. This only works if you are logged in to your mbmag.org account.
**Go to the last page of the form** and click "SAVE ENTERED DATA"

### STEP 2: ALLOW POP-UPS FOR MBMAG.ORG

Select the browser from the list on Page 2 of this document, click the associated link, and follow the instructions to **ALLOW** the website **mbmag.org** to create pop-ups.

### STEP 3:  REFRESH THE BROWSER

### STEP 4: RESTORE SAVED DATA

To **recover form data saved in Step 1**, hover over your last name at the top of the submission form and click **LOAD** at the right hand side of the page.

### STEP 5: CLICK "SUBMIT"

# ALLOW WEB BROWSER POP-UPS

## safari

https://support.apple.com/guide/safari/block-pop-ups-sfri40696/mac

link with screenshots
https://www.howtogeek.com/724324/how-to-allow-pop-ups-in-safari-on-mac/

## chrome

https://support.google.com/chrome/answer/95472
use the specific site instructions 'Manage pop-ups & redirects for a specific site' and do this only for mbmag.org

link with screenshots
https://www.howtogeek.com/411439/how-to-allow-or-block-popups-in-chrome/

## firefox

https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting#w_is-the-pop-up-blocker-on-and-enabled-for-this-site

## microsoft edge

https://support.microsoft.com/en-US/search/results?query=allow+pop-ups&isEnrichedQuery=false

link with screenshots
https://www.howtogeek.com/732439/how-to-allow-pop-ups-in-microsoft-edge/

## iphone

https://www.howtogeek.com/837063/how-to-allow-pop-ups-on-iphone/