



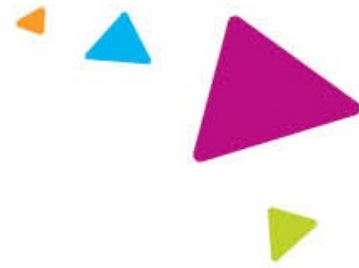
# Allowing Pop-Ups from MagellanHealth.com

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Several colorful triangles of various sizes and colors (blue, green, yellow, orange, purple) are scattered across the bottom right area of the slide.

**Magellan**  
HEALTHCARE®

# Background



- Magellan’s authorization system is accessed through Availity Essentials.
- When transitioning from Availity Essentials to the authorization system, pop-ups must be allowed.
- Individuals *may* be able to self-allow pop-ups on their browser, but large organizations often manage these allowances centrally.
- This document shows you how to self-add the pop-ups and provides details for organizations’ InfoSec teams to allow centrally.
- Please attempt the resolutions in this document if you are experiencing the following symptom when transitioning from Availity Essentials to Magellan’s authorization system:

## TruCare ProAuth

Your login to TruCare ProAuth failed or cannot be validated properly.

Make sure that pop-ups are enabled in your browser and that you have provided correct credentials.

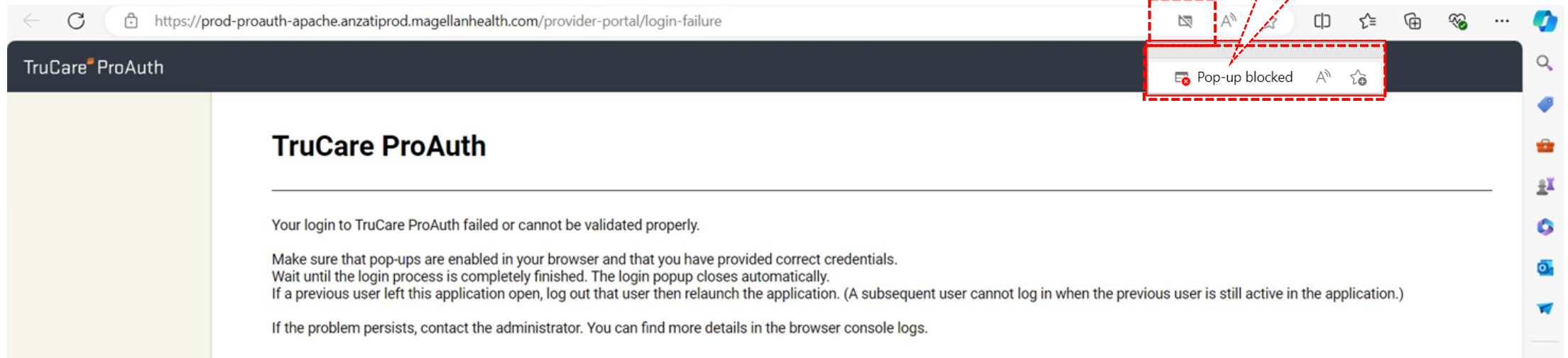
Wait until the login process is completely finished. The login popup closes automatically.

If a previous user left this application open, log out that user then relaunch the application. (A subsequent user cannot log in when the previous user is still active in the application.)

If the problem persists, contact the administrator. You can find more details in the browser console logs.

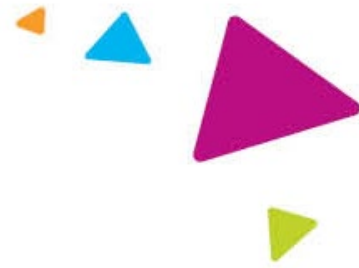
# Edge or Chrome: Self-allow pop-ups

1. On your computer, open Chrome or Edge.
2. Log in to Availity Essentials and attempt to access Magellan's authorization system.  
*(Click the Authorizations tile on the Magellan Healthcare of Idaho Payer Space.)*
3. In the address bar, click *Pop-up blocked* icon.
4. Select *Always allow pop-ups and redirects from the site listed* and then *Done*.

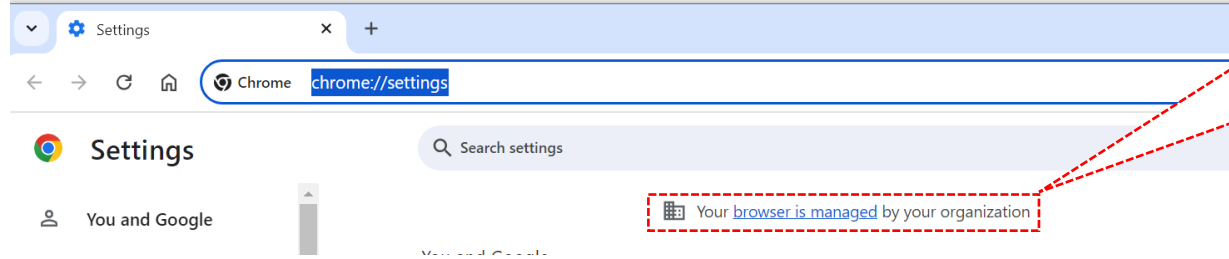


5. Close the above tab and attempt to access Magellan's authorization system again via Availity Essentials.

# Edge or Chrome: For centrally managed browser settings



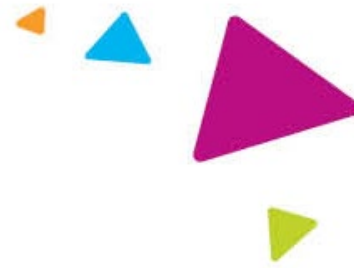
- You can confirm whether your browser is centrally managed by:
  - Chrome: Open the following URL in Chrome: <chrome://settings>
  - Edge: Open the following URL in Edge: <edge://settings/profiles>



If you see this message, then your browser settings are managed centrally and likely require your Information Technology team to allow pop-ups for Magellan's authorization system.

- If you see the above message, then you will need to request that your Information Technology team configure browsers to allow pop-ups for the following URL: [\[\\*.\]magellanhealth.com](http://*.magellanhealth.com)

# Edge or Chrome: Confirming centrally managed allowed pop-ups



Once your Information Technology team has updated its configuration, then you should now see the following when opening:

- Chrome: Open the following URL in Chrome: **chrome://settings/content/popups**
- Edge: Open the following URL in Edge: **edge://settings/content/popups**

