

It has come to our attention that some students are having difficulties processing payments in the MyKU system. The most common reasons are the pop up blockers that MOST systems have. The payments made online are made at a Sallie Mae site, so it is a pop up of their site that allows you to enter information in their secure site and not touch ours with your private information. This keeps My KU open for you as well. You must ALWAYS allow pop ups from My KU.

- Clear Cache and Cookies
- Make sure Pop Ups are **always** allowed from the site – My KU

### PC Users

#### Internet Explorer

1. Tools, Internet Options, in the Browsing History section click Delete. Choose Temporary Internet Files and Cookies, Delete.
2. Tools, Pop-up Blocker, Pop-up Blocker Settings. Add myku.kutztown.edu.

#### Firefox

1. Tools, Clear Recent History, Details. Choose Cookies and Cache, Clear Now
2. Tools, Options, Content, Exceptions. Allow myku.kutztown.edu.

### MAC Users

#### Firefox

1. Tools, Clear Private Data. Choose Cookies and Cache, Clear Private Data Now.
2. Firefox, Preferences, Content, Exceptions. Allow myku.kutztown.edu

#### Safari

1. Safari, Empty Cache, Empty
2. Safari, Preferences, Show Cookies, Remove All
3. Safari, Block Pop-up Windows