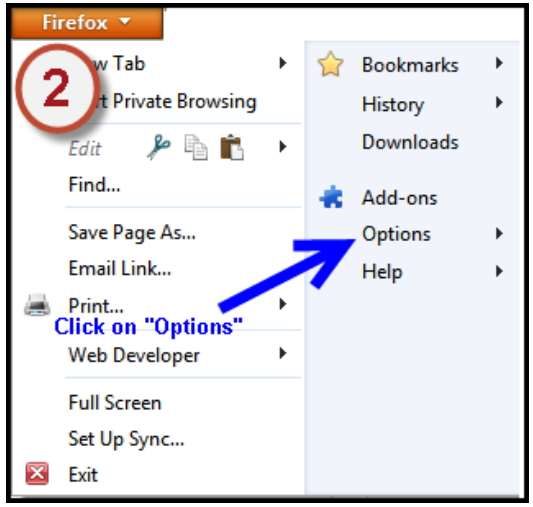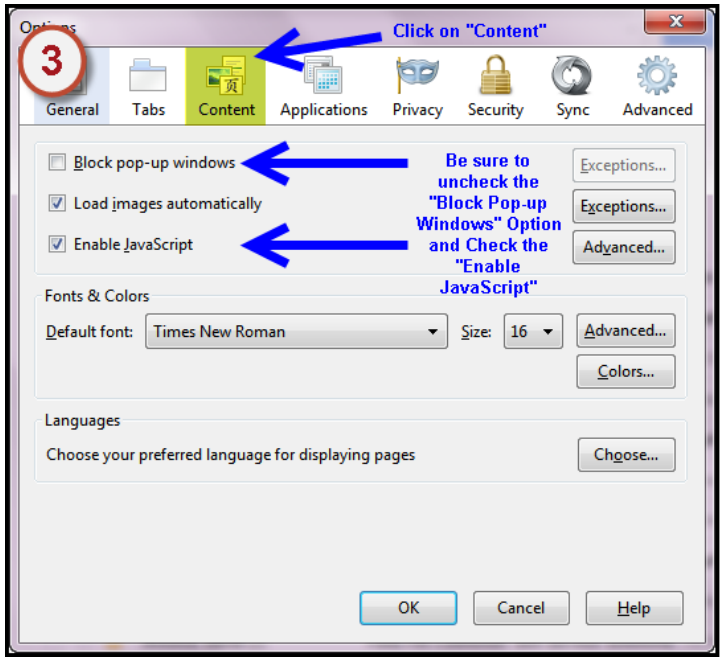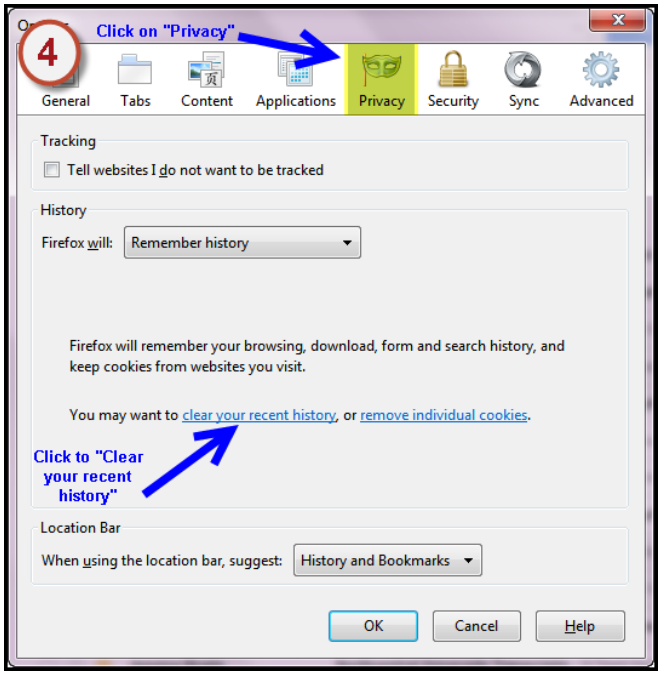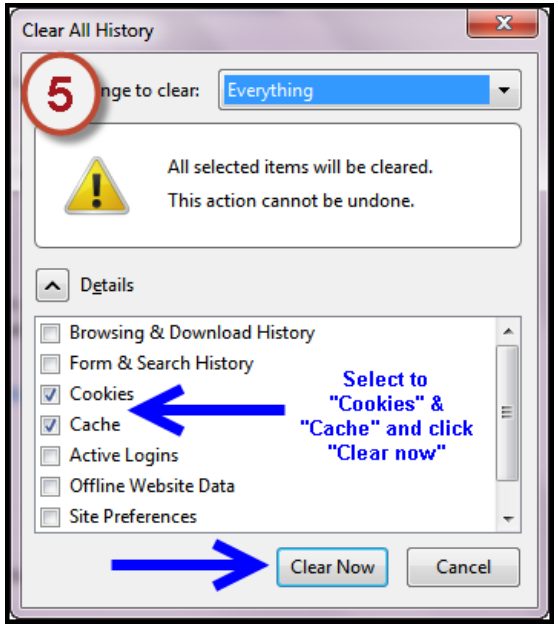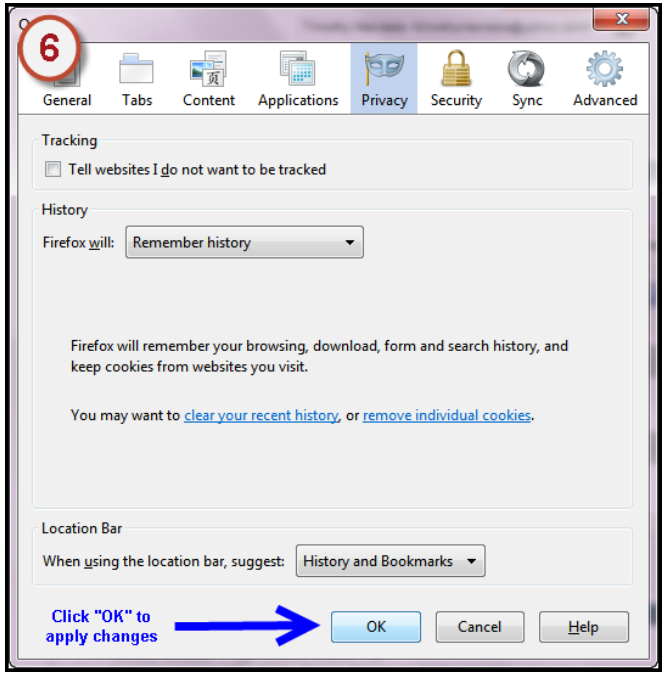How to (1) turn off pop-up blocker, (2) enable javascript & (3) clear cache/cookies