



ProjectDox on a Mac

Mac users can work in ProjectDox just as well as their Windows-using counterparts. ProjectDox works within all major macOS web browsers, including Safari, Firefox, Chrome, Microsoft Edge, and others.

ProjectDox uses pop-up windows (browser windows without toolbars). If you log in, but no ProjectDox window appears, or a warning is received, you probably have a pop-up blocker that is preventing the main project window from opening. All major browsers have built-in pop-up blockers, and you can configure all of them to allow pop-ups from ProjectDox. Instructions to do so are below.

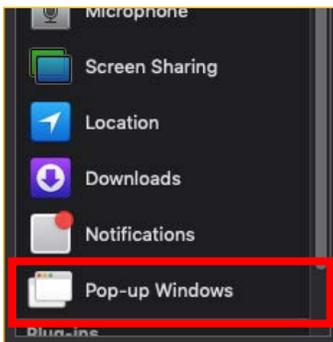
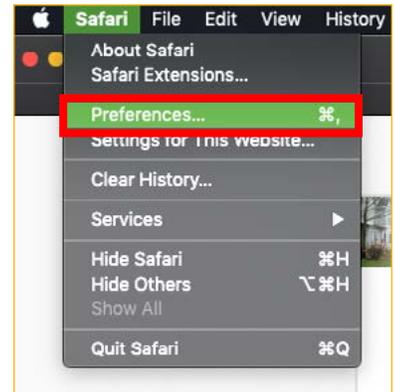


SAFARI



Safari is the most popular web browser on macOS and comes natively installed on Macs. ProjectDox can be used in Safari, but may require you **disable Safari's pop up blocker**. Follow these steps to do that:

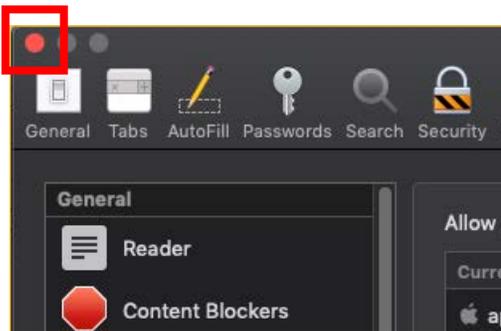
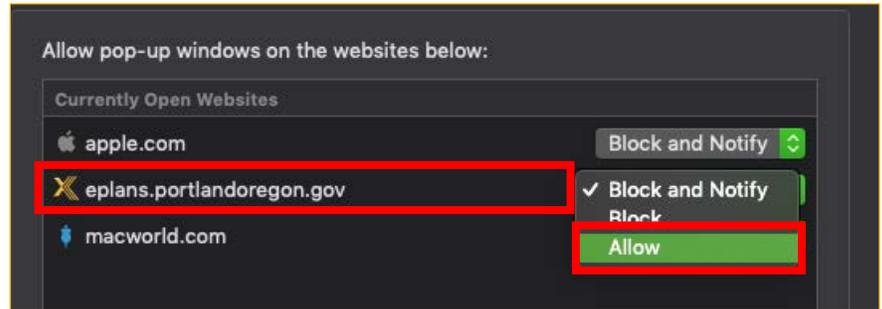
1. Visit <https://eplans.portlandoregon.gov> in Safari. You do not need to login at this time.
2. Choose **Preferences** from the **Safari menu** in the menubar at the top of the screen.
3. Click **Websites** at the top of the Preferences dialog.



4. From the **left sidebar** choose **Pop-up Windows**.



- 5. In the Currently Open Websites list on the right, locate eplans.portlandoregon.gov, and click on the dropdown menu beside it.
- 6. Select Allow from the dropdown menu.



- 7. Close Safari's Preferences by clicking the red circle in the upper-left corner.
- 8. Quit Safari by pressing CMD+Q on your keyboard and then reopen it to visit <https://eplans.portlandoregon.gov/ProjectDox> directly or to access ProjectDox via AMANDA.



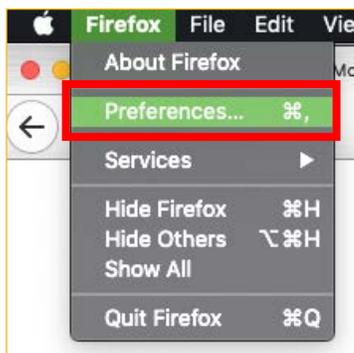
If you have **enabled** Safari in **iCloud Settings** within your Mac's System Preferences, allowing pop-up windows from ProjectDox on one Mac automatically allows them in Safari across all your Macs and iOS devices such as iPad.

FIREFOX

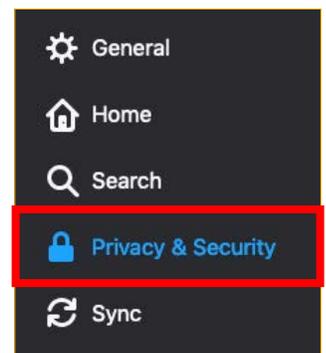
Firefox fans can also use ProjectDox in their favorite browser. Though, it's best to **disable Firefox's popup blocker** for the ProjectDox URL.



Follow these steps to allow ProjectDox pop-up windows.

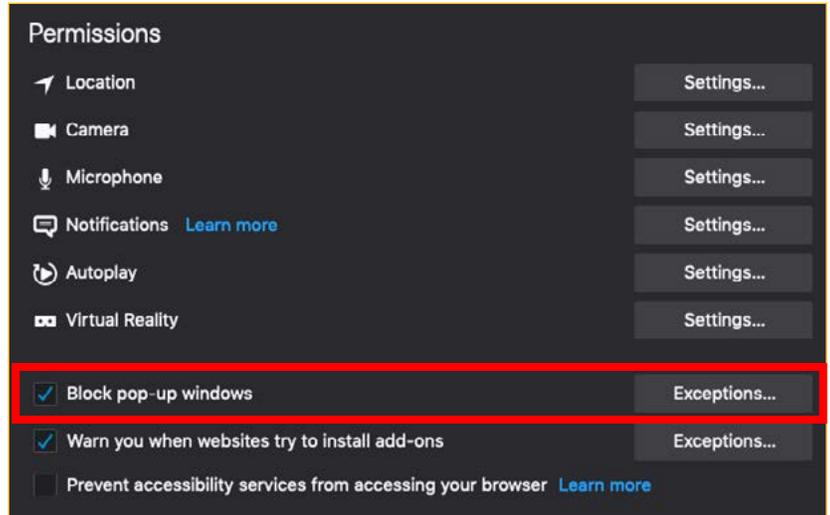


- 1. Choose **Preferences** from the **Firefox** menu in the menubar at the top of the screen.
- 2. Choose **Privacy & Security** from the sidebar.





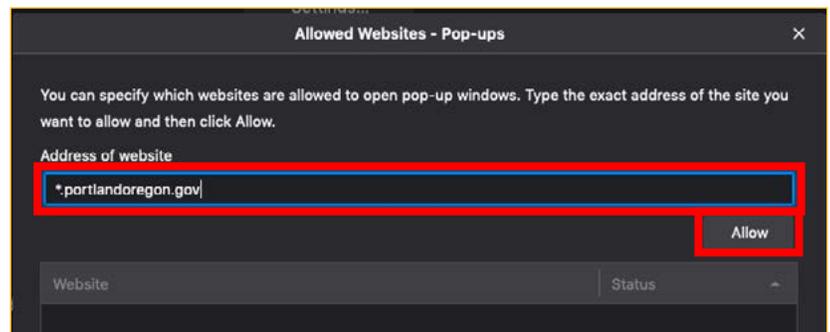
- 3. On the Privacy & Security page, **scroll down** (far) until you reach the **Permissions section**. Toward the bottom of that is the **option to Block pop-up windows**. If you keep that control disabled, stop here; you don't need to do anything else. If you like using Firefox's pop-up blocker, **click the Exceptions button** to specifically allow ProjectDox pop-ups.



- 4. In the Allowed Websites – Pop-ups dialog that appears, **enter the below** exactly as written in the Address of Website field.

<https://eplans.portlandoregon.gov>

- 5. **Click the Allow button** to add the site you just specified to the exceptions list.



- 6. **Click Save Changes.**

- 7. **Quit Firefox by pressing CMD+Q** on your keyboard and then **reopen it** to visit <https://eplans.portlandoregon.gov/ProjectDox> directly or to access ProjectDox via AMANDA.



If you use **Firefox Sync** allowing pop-up windows from ProjectDox **on one device automatically allows them for Firefox on all your devices.**

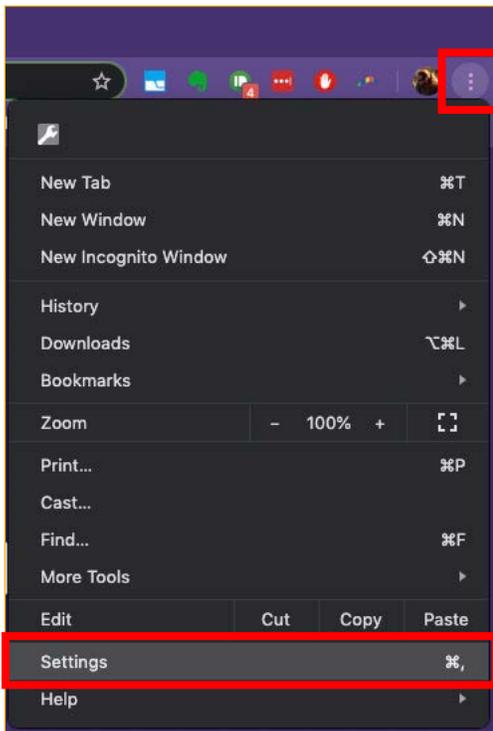


CHROME, EDGE, AND OTHER BROWSERS

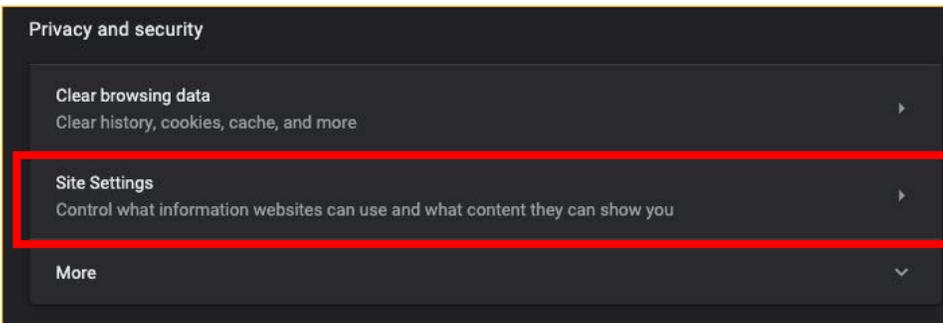
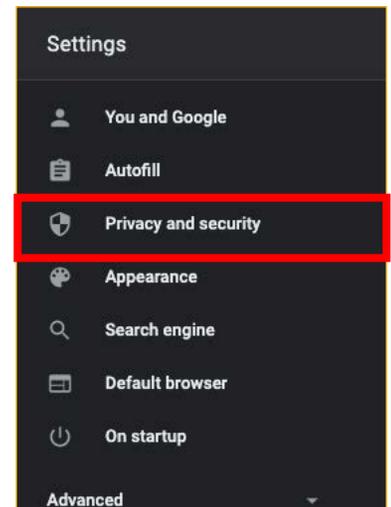


After Safari, Google Chrome is the second most popular web browser on macOS. Moreover, most other browsers you might use also run on the same Chromium engine. This includes Microsoft Edge, Opera, Brave, Vivaldi, and others. ProjectDox runs within all of these Chromium-based browsers, though they, too, often have pop-up window blockers that can cause ProjectDox to appear not to work.

The following are instructions for allowing pop-up windows on Chrome. Most of the aforementioned Chromium-based browsers require you to follow the same simple directions, though some browsers might have their own unique ways of doing it. If the below directions do not work for your particular browser, search Google or DuckDuckGo for the phrase "pop-up blocker exception mac" followed by the name of your browser, e.g. Opera, Brave, Edge, and so on.



1. In Chrome, open the **Customize and Control** menu, which is identified by three vertical dots in the upper-right corner of Chrome, just beside your profile image.
2. Choose **Settings**.
3. From the sidebar on the Settings page, click **Privacy and Security**.



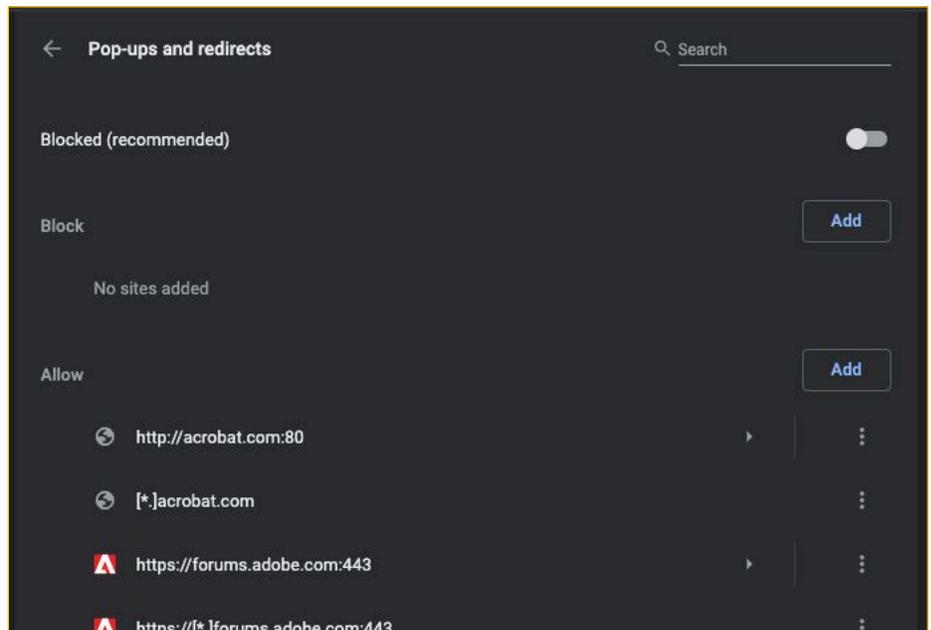
4. In the Privacy and Security section, click **Site Settings**.



- 5. Midway down the Site Settings list, locate and click on Pop-ups and redirects.



- 6. In the Allow section, which may require you to scroll down the page, click the Add button.



- 7. In the Add a site Site field, enter the below exactly as written, including brackets and asterisk. The asterisk-period inside the brackets means that pop-ups will be allowed from all parts of the website PortlandOregon.gov, which includes ProjectDox but also other areas of the City’s website you may access from your Mac.

[*.]portlandoregon.gov

- 8. Click Add.
- 9. Close the Settings tab and quit Chrome by pressing CMD+Q, confirming your desire to quit Chrome if you haven’t disabled Warn Before Quitting on the Chrome menu.



If you sync Chrome across your devices, allowing pop-up windows from PortlandOregon.gov on one device automatically allows them for Chrome on all your devices.

- 10. Restart Chrome and go to <https://eplans.portlandoregon.gov/ProjectDox> to visit ProjedDox directly, or access ProjectDox via AMANDA.



TROUBLESHOOTING ALL BROWSERS

Most issues with ProjectDox—or any web application—are solved by:

- A. Enabling pop-up windows from ProjectDox, and;
- B. Clearing your browser's cache and/or cookies.

To clear your browser's cache and/or cookies, click the icon of your browser and follow the instructions from the manufacturer. For browsers not listed, follow the instructions for Chrome or Opera.

If clearing your browser's cache and cookies, and then restarting your computer, don't resolve your ProjectDox issues, please reach out to POPSPDXePlans@PortlandOregon.gov



Questions? Email us!
POPSPDXePlans@portlandoregon.gov

