

# Loblaw Companies Supplier Portal job aid

## Loblaw Supplier Portal browser settings

### Overview


This document provides instructions on how to determine your internet browser version and disable pop-up blockers when using the Loblaw Companies Supplier Portal. Using the correct browser version and disabling pop-ups will eliminate common browser issues while accessing the supplier portal and its associated applications (e.g. Vendor Workflow).

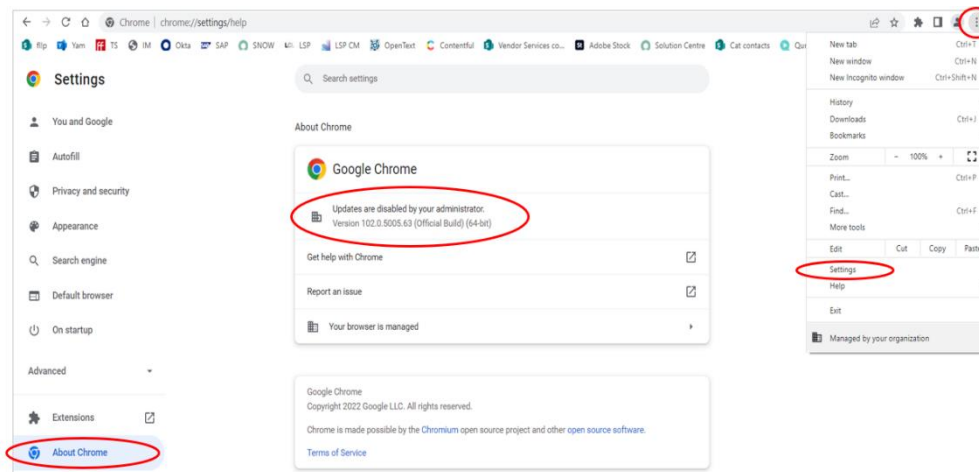
Please ensure to use the latest version of one of the following browsers to access the portal, as Microsoft Internet Explorer is not supported:

- Google Chrome;
- Microsoft Edge;
- Firefox; or
- Safari (iOS only).

### Reviewing browser settings and disabling pop-ups

#### Google Chrome – Browser version

1. Click on the  icon in the top right corner of the browser window.
2. Select **'settings'** from the dropdown menu. Then click **'about Chrome'** on the left side of the browser window.




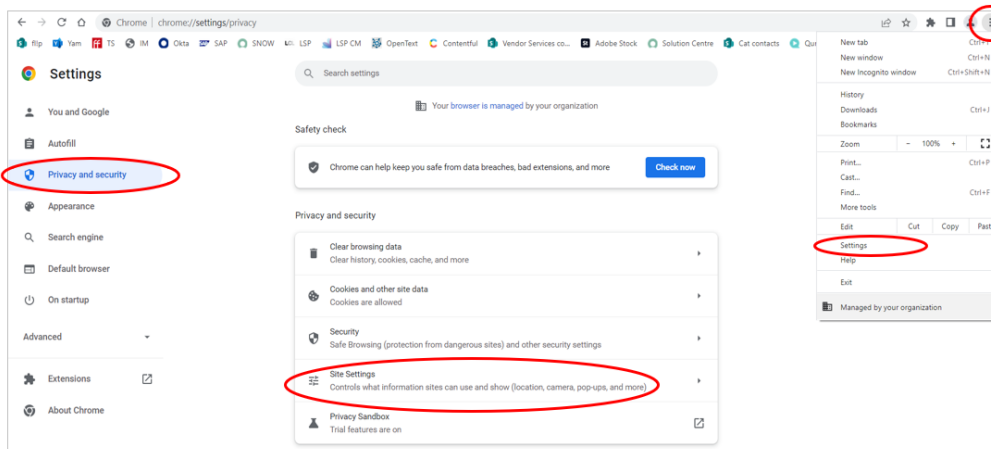
3. Review the version information to confirm that you are using the latest version of Chrome.

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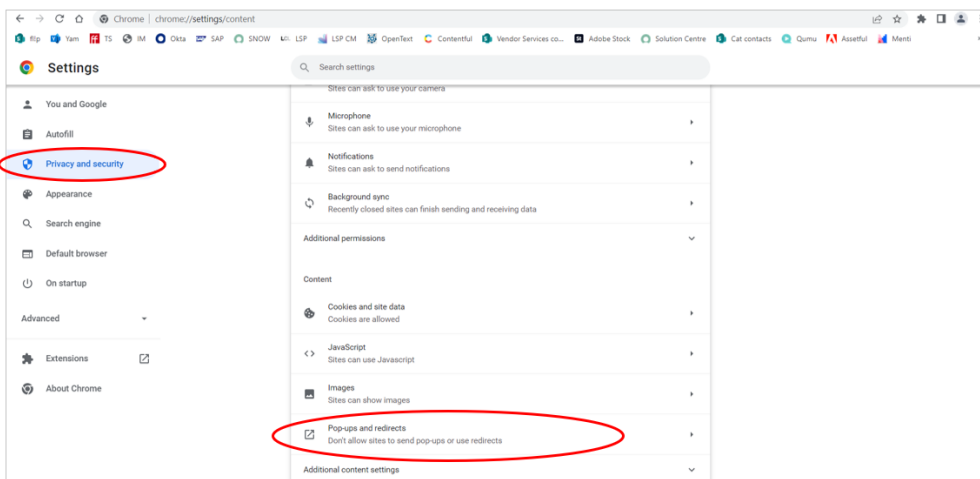
**NOTE:** It is highly recommended that you set-up your languages | language and inputs settings in Chrome, so that your preferred language (French, Canada or English, US) is at the top of your preferred language list.

## Google Chrome – Turning off pop-up blockers

1. Click on the  icon in the top right corner of the browser window.
2. Select **'settings'** from the dropdown menu. Click **'privacy and security'** on the left side of the browser window. Then select, **'site settings'**.

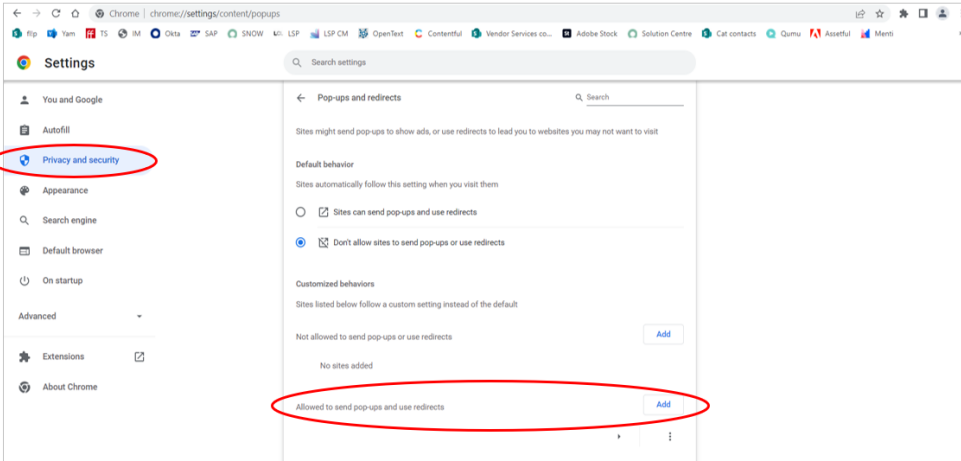


3. Scroll down and select **'pop-ups and redirects'**.

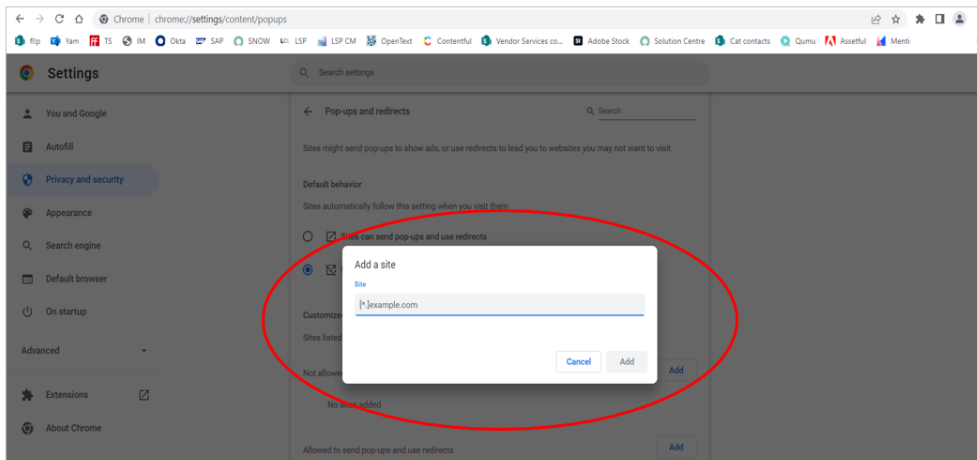


4. Under **'customized behaviours'**, go to the **'allowed to send pop-ups and use redirects'** section to add the applicable URLs.

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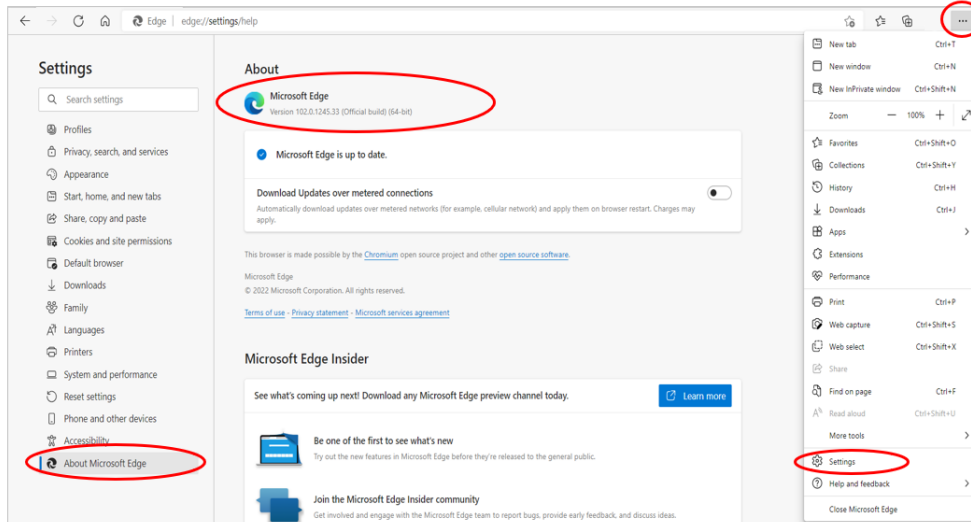
5. Enter the applicable URL (e.g. Supplier Portal URL <https://www.loblaw.ca/en/supplier> or application URL) and click 'add'.



## Microsoft Edge – Browser version


1. Click on the  icon in the top right corner of the browser window.
2. Select '**settings**' from the dropdown menu. Then click '**about Microsoft Edge**' on the left side of the browser window.

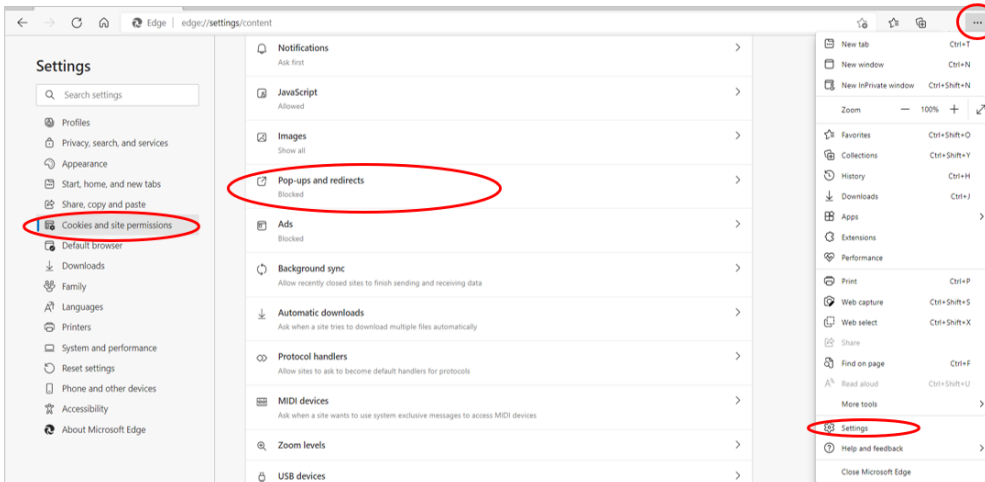
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3. Review the version information to confirm that you are using the latest version of Edge.

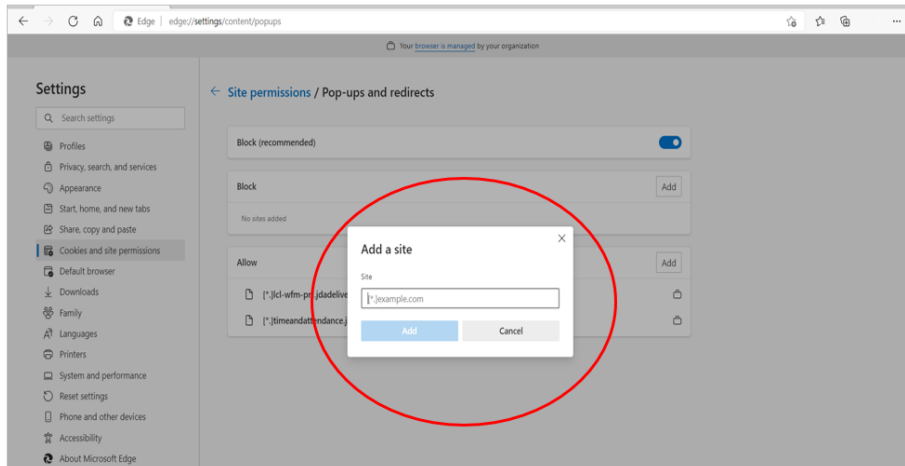
## Microsoft Edge – Turning off pop-up blockers

1. Click on the  icon in the top right corner of the browser window.
2. Select **'settings'** from the dropdown menu. Click **'cookies and site permissions'** on the left side of the browser window. Then select, **'pop-ups and redirects'**.




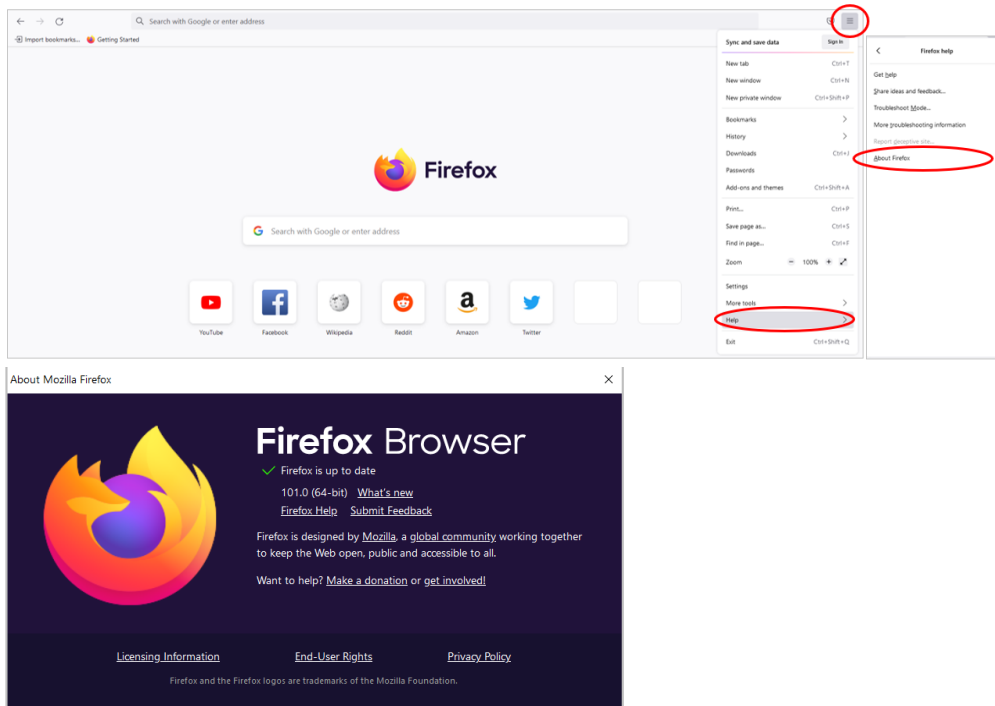
3. Enter the applicable URL in the **'allow'** section (e.g. Supplier Portal URL <https://www.loblaw.ca/en/supplier> or application URL) and click **'add'**.

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## Firefox– Browser version

1. Click on the  icon in the top right corner of the browser window. Select **'help'**, then click on select **'about Firefox'**. A new window will appear with your browser version.



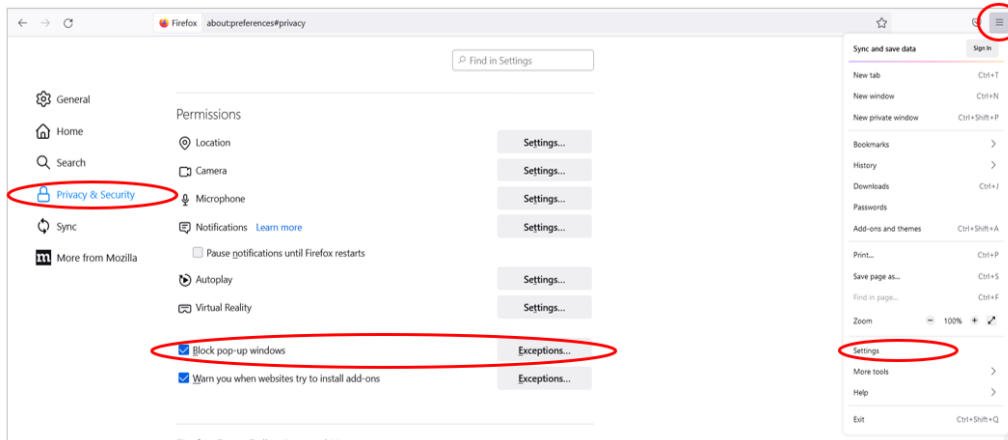
2. Review the version information to confirm that you are using the latest version of Firefox.

## Firefox– Turning off pop-up blockers

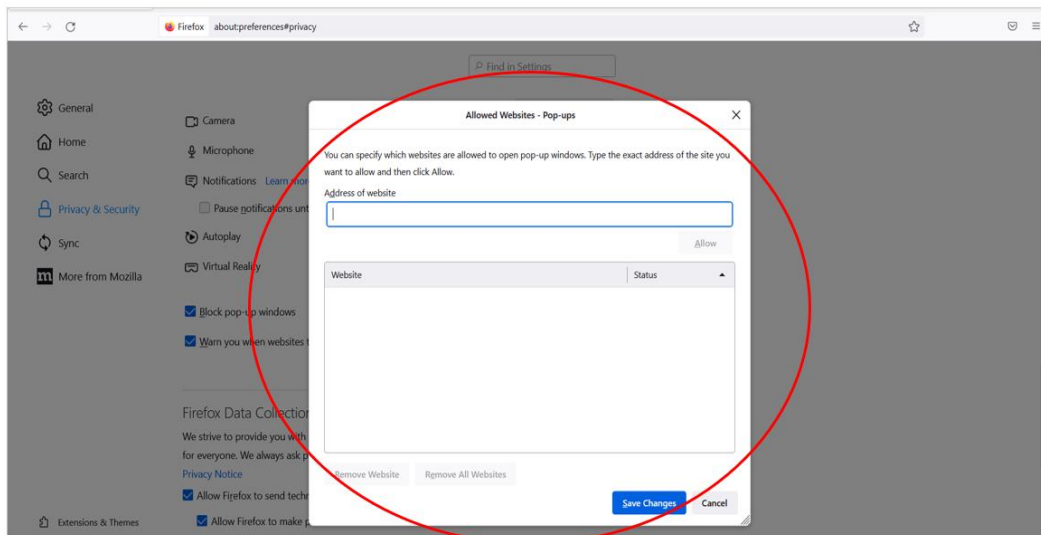
1. Click on the  icon in the top right corner of the browser window.

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2. Select **'settings'** from the dropdown menu. Click **'privacy and security'** on the left side of the browser window. Scroll down to the permissions section and select **'exceptions'** beside **'block pop-up windows'**.



3. Enter the applicable URL in the **'allowed websites – pop-ups'** section (e.g. Supplier Portal URL <https://www.loblaw.ca/en/supplier> or application URL) and click **'save changes'**.



## Safari – Browser version

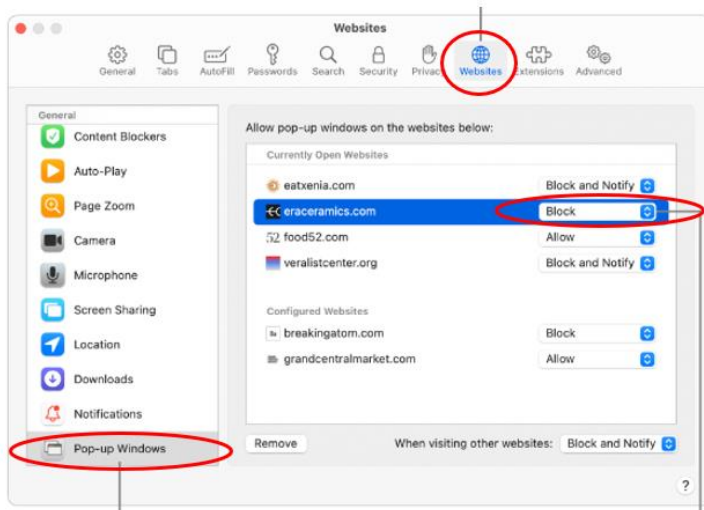
1. Select 'Safari' from the top left corner of the menu bar and then click on 'about Safari'. A new window will appear with your browser version.

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## Safari – Turning off pop-up blockers

1. Go to the website (e.g. Supplier Portal URL <https://www.loblaw.ca/en/supplier> or application URL). Select '**Safari**' from the top left corner of the menu bar, then click '**preferences**'.
2. Within the preferences dialog box, click on '**websites**'. Scroll down under '**general**' on the left side of the dialog box and select '**pop-up windows**'.
3. Select 'allow' beside the website.



## General inquiries and technical support

For any questions or issues regarding browser settings, please contact the Loblaw Companies Supplier Communications team at [vendorcomm@loblaw.ca](mailto:vendorcomm@loblaw.ca).