

# Multiple Blank Windows Keep Popping Up When Opening a PDF

Last Modified on Thursday, 30-Sep-2021 01:25:27 BST

If you are trying to open up a PDF with our viewer but a blank window keeps popping up repeatedly, then your Google Admin will need to allow third party API access.

1. Log into [admin.google.com](https://admin.google.com)
2. Go to Security
3. Scroll down and click on "API controls"

4. Uncheck "Block all third party API access"

5. Click "Save"

You can also manually add the IDs. Email [support@texthelp.com](mailto:support@texthelp.com) for the IDs.

---