FAQ: Targeting and Displaying

Targeting and Displaying · https://wppopupmaker.com/docs/targeting-and-displaying/faq-targeting-and-displaying/

Short answers to common questions about targeting conditions and how popups display and scroll on your site. Click the links in each answer to dive deeper. Looking for a different topic? Browse all Frequently Asked Questions. If any terminology is confusing, check our Popup Maker Glossary of Terms.

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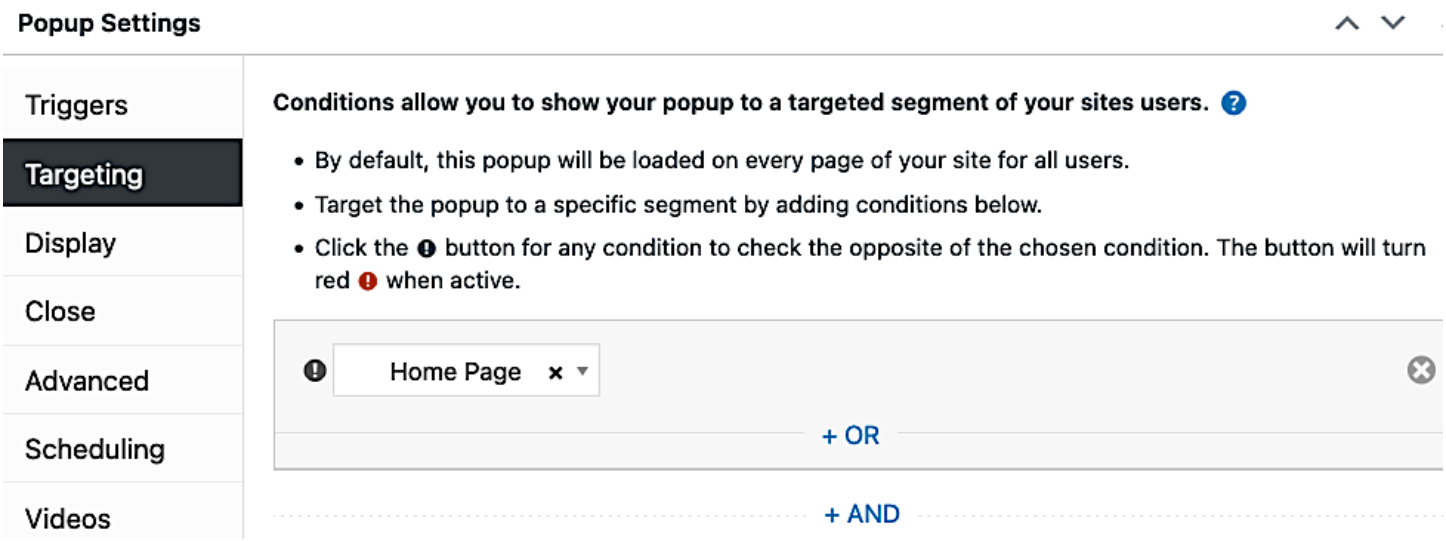
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How Do I Avoid Duplicate Content/Why Are All Popups Loading on All Pages?

Use a Targeting Condition

Add a targeting condition or rule so your popup doesn't load on every post and page.

Edit your popup. Go to **Popup Settings** > **Targeting**. Choose a condition. Save your changes.



In the screen capture above, we added a targeting rule so our popup shows only on the **homepage**.

No targeting conditions by default

When you create a new popup, it will have *__no__* targeting conditions by default.

Having **no targeting** conditions makes the popup available on **all posts and pages**. That means new popups get loaded (and can get triggered to display) on every post or page on your site by default.

Performance-minded

We recommend using conditions to limit where a popup loads and appears. Loading your popups only where needed improves your site's efficiency by not loading extra code and *duplicate content*.

Are Popup Maker Popups Responsive?

Yes! Every popup you build in Popup Maker is responsive by default.

Read our Responsive Popups: Step-by-Step Setup Guide for WordPress to become a responsive popup master!

Why Is My Popup Wider Than the Screen on Mobile?

Usually because the popup's width is set in pixels (px) instead of a flexible unit, or a custom width is wider than the mobile screen itself.

Fix it by switching to a percentage-based width: go to **Popup Settings** > **Display** > **Size**, and choose one of the percentage-based options instead of a fixed pixel width.

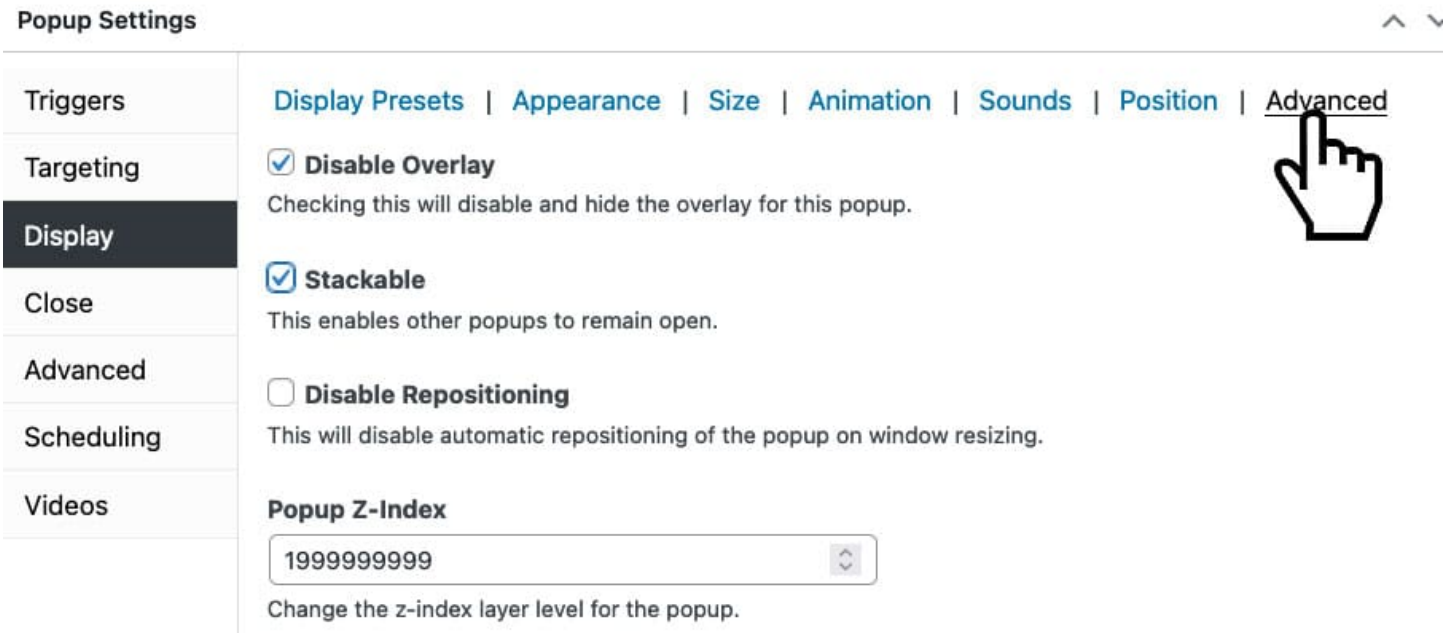
Want the full picture on whpopupo use percentage vs. fixed widths? See how to set up a responsive popup in our responsive popups guide.

How Can I Display Multiple Popups at the Same Time?

Popup Maker shows just one popup at a time by default. That's because it's usually the best experience for your visitors.

But sometimes you need more! That's where the **Stackable** setting comes in. It lets you display two or more popups simultaneously on the same page.

Enable **Stackable** on each popup you want to display at the same time. You'll also need to turn off overlays and any alternate close methods. Visit our Display Multiple Popups at the Same Time guide to learn the best practices.



Why Is My Popup Not Scrolling Properly or Taller Than the Screen?

There are a couple of things to check right away.

1. First, make sure the **Popup Settings** > **Display** > **Position** > **Fixed Positioning** setting is turned **off**.
2. Check your popup positioning. For example, if your popup is taller than the browser window and you've set it to **Middle Center**, try changing it to **Top Center** instead.

For more details and solutions for this issue, read Why Is My Popup Not Scrolling Properly (Background Scrolling)?.

How Can I Display Different Popup and Overlay Scroll Effects in Combination?

Popup Maker gives you a few display option settings that affect how your popups scroll in the browser. By adjusting these settings, you can customize how your popups behave when scrolling.

Check out Popup Maker's guide to Display Different Popup and Overlay Scroll Effects in Combination.

Why Does My Site Shift, Jump, Move, or Skip When a Popup Displays?

This happens because of the dreaded "double scrollbar effect." While Popup Maker automatically prevents double scrollbars, many themes might still think there's an extra one and shift your page to make room for it.

If your popup doesn't need an overlay, turn the overlay off. That's the easiest. You can also set the Body Padding Override to 0px.

If those 2 ways don't work, you can try custom CSS to fix the issue.

Why Does My Page Scroll to the Top When a Popup Opens?

This can happen if your WordPress site has custom CSS for smooth background scrolling.

If you want to stop your page scrolling to the top when a popup opens, try adding the custom CSS below.

```
html.pum-open.pum-open-overlay.pum-open-fixed .pum-overlay {
    overflow: hidden;
    position: fixed;
    width: 100%;
}
html.pum-open.pum-open-overlay.pum-open-scrollable .pum-overlay.pum-active {
    overflow-y: scroll;
    -webkit-overflow-scrolling: touch;
}
```

New to custom CSS? Our Getting Started with Custom CSS guide covers where to add it and how to get started.

Why Does My Popup Have No Background or Styling?

Every popup uses a Popup Theme to control its look, and Popup Maker automatically assigns the **Default Theme** to new popups, so this is usually quick to track down. Check your popup's theme under **Popup Settings** > **Display** > **Appearance** > **Popup Theme** to confirm one is selected.

If a theme is already selected and the styling still isn't showing up, here's what else to check:

- Look for a JavaScript error in your browser's console — a conflict there can stop a popup theme from loading.
- Reinstall Popup Maker. If a plugin file got modified or deleted, reinstalling restores the files that build your popup themes.

Still no luck? It's worth testing for a plugin or theme conflict next.