

Heritage Quest Remote Authentication Troubleshooting Guide

Things to Check - Remote Access:

If you are running Windows and have had Window's XP / Service Pack 2 installed - it automatically loads a Pop-Up blocker. You will either have to turn it off or add heritagequestonline.com as a Trusted Site. See instructions attached.

If you are connecting with AOL or the WalMart Browser - you will need to minimize the Browser and use MS Internet Explorer or Netscape.

AOL Ver. 9.0 provides enhanced security features that may be blocking access to any of the ProQuest online products. The most common solution is to set up ProQuest as a trusted site. AOL provided the following instructions and we have included the URLs to allow access to the main ProQuest Online Products.

To designate trusted sites
On the AOL toolbar, click Settings.
In the Settings window, click the Index tab, and then click Internet (Web) Options from the alphabetical listing of settings.
In the AOL Browser Settings window, click Internet Explorer settings.
Click the Trusted sites icon.
Click the Sites button.
Enter the url or the site's domain for each site you want to include.
The domains for Heritage Quest are: heritagequestonline.com, persi.com, umi.com
Click the Require Server Verification checkbox.
Click OK.

Also, make sure you have your Privacy level in Internet Explorer set to Low, or if it is above Low, you will need to add the following as Trusted Domain Sites:

heritagequestonline.com
persi.com
umi.com

Below are instructions for Personal Firewall or other Security Software:

<http://www.etsupp.com/firewalls/>

If none of the above Tech Tips has helped your access, please try clearing the cookies and cache in your browser, by following the directions below:

If you are using Internet Explorer:

Open your browser, and select Internet Options from the Tools menu.
On the general tab, click Delete Cookies... to clear all cookies, and then click Delete Files... to delete any temporary internet files.
Close all open browser windows, then reopen a browser window.
Then try going into HQO how you normally would.

Note for satellite ISP users encountering access problems:

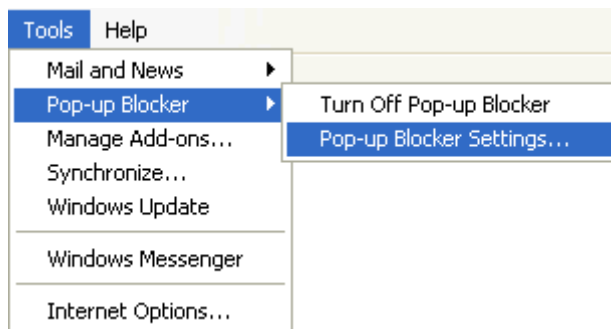
Due to technology issues beyond our control, ProQuest is unable to provide technical support for customers who are accessing our products through certain satellite ISPs. Customers that are currently using Direcway Broadband might encounter problems with accessing our products that cannot be resolved by ProQuest. DirecWay has not responded to our request to improve service, and we recommend that subscribers who use this service contact Direcway directly.

Using Pop-up Blocker

When you install SP2, Pop-up Blocker is turned on in Internet Explorer and set to the medium setting, which means it will block most automatic pop-ups. The default settings for the pop-up blocker allow you to see pop-ups that are opened when you click a link or button on a Web site. Pop-up Blocker will also play a sound and show the Information Bar when a pop-up is blocked. You can adjust these settings so that Pop-up Blocker works the way you want it to.

To change Pop-up Blocker settings

1. Open Internet Explorer.
2. On the **Tools** menu, point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.



Internet Explorer Tools menu

If you want to see pop-up windows from a specific Web site, type the address (or URL) of the site in the **Address of Web site to allow** box, and then click **Add**.



Pop-up Blocker Settings window

Tip To temporarily allow a site to display pop-ups, click the Information Bar when it notifies you that a pop-up has been blocked. Then click **Temporarily Allow Pop-ups**.

To block pop-ups even if they are launched when you click a link or button on a Web site

1. Open Internet Explorer.
2. On the **Tools** menu, point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.
3. Select the **High** setting in the box near the bottom of the dialog box.

Note If you want to see pop-ups that are blocked when you have this setting turned on, hold down the CTRL key while the window opens.

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Troubleshooting Pop-Up Blocker

If you've installed SP2 and you still see pop-ups in Internet Explorer, try the possible solutions below.

- **Make sure Pop-up Blocker is turned on:** Pop-up Blocker is turned on by default, but someone may have turned it off.

To turn on Pop-up Blocker

1. On the **Tools** menu, point to **Pop-up Blocker**.
 2. Click Turn on Pop-up Blocker.
- **Rid your system of spyware:** If you get similar pop-up windows no matter what sites you visit or even if you're not on the Web at all, you could have spyware, adware, or other software on your computer that's launching pop-ups. To stop these pop-ups, you will have to identify the software, then remove it or change its settings to stop it from launching pop-ups. To learn more about this read [How to Protect Your Computer from Spyware and Adware](#).
 - **Some windows are not blocked:** Pop-up Blocker is smart enough to not block pop-up windows that you open deliberately by clicking a link—for example, if you were on a travel reservation site and you clicked a link to open a pop-up window containing your confirmation details, this pop-up window would not be blocked because you opened it intentionally. Also, Pop-up Blocker will not block some pop-ups with certain types of animated content or pop-ups from Web sites that are in two Web content zones: *Local intranet* or *Trusted sites*. To learn more about security zones, see [Working with Internet Explorer 6 Security Settings](#).