

Disabling Pop-Up Blockers

For logging into collect.informata.com, try the following:

Make sure your Num Lock is off.

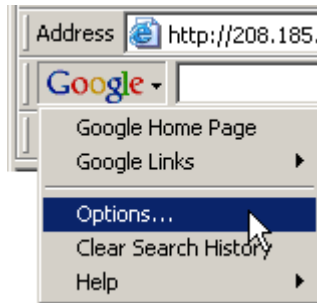
Put your login and password in, then "Hold down the Ctrl Key while clicking on the login button OR Hold down the Alt Key while clicking on the login button OR Hold down the Shift Key while clicking on the login button".

If you still cannot access the site, remember that Pop-Up blockers come standard on many Internet browsers (e.g. Netscape or Internet Explorer), are part of many browser toolbars (e.g. Google or Yahoo), and part of Internet security software (e.g. Norton Security, McAfee Security Suite or ZoneAlarm).

Below are directions for disabling five types of pop-up blockers. **NOTE:** We do not support or troubleshoot the use of browser enhancements (including pop-up blockers), firewalls, or other Internet security programs you may have on your computer.

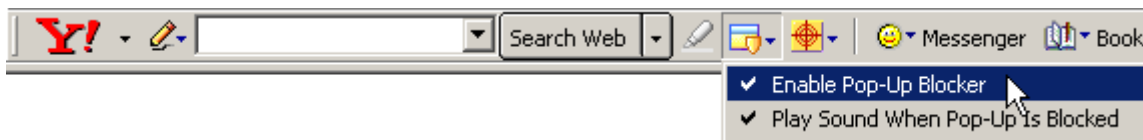
Google Toolbar

- Open Internet Explorer
- Click on the "Google" Icon
- Select "Options..."
- Under "Accessories," uncheck "Pop-Up Blocker"



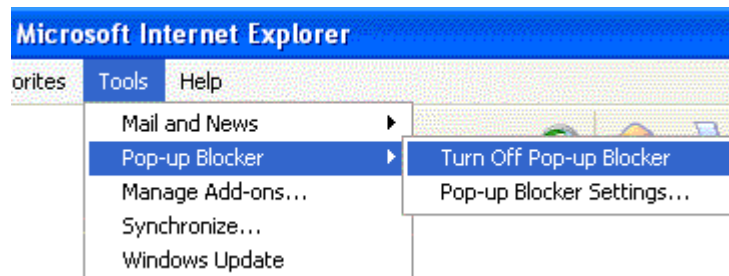
Yahoo Toolbar

- Open Internet Explorer
- Click on the yellow, "Pop-Up Blocker" icon pictured below
- Uncheck "Enable Pop-Up Blocker"



Internet Explorer on Windows XP Service Pack 2

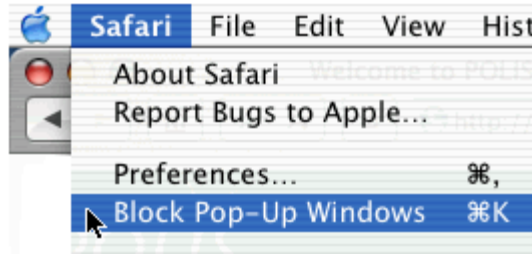
- Open Internet Explorer
- Click on "Tools" menu
- Select "Pop-up Blocker"
- Select "Turn Off Pop-up Blocker"



Safari Pop-up Blocker

Disabling Pop-Up Blockers

- Open Safari
- Click on the Safari Menu
- Uncheck "Block Pop-Up Windows"



Security Software (such as Norton Internet Security, McAfee Security Suite or Zone Alarm)

- Check the Windows "System Tray" for programs that may have a pop-up blocker, such as Norton Internet Security, McAfee Security Suite, or ZoneAlarm.
- The System Tray is located in the lower right-hand corner of your screen, next to the clock (see below).
- Double click the program icon to launch the software settings.
- Refer to the software documentation to locate the pop-up blocker.



If you were in earlier today and you can't access the site now, do a Cold Boot (shut the system down completely) and then log back in.

NOTE: Please contact your Technical Person if you are not familiar with the software.