

1. Cookies

Your browser must be set to accept "cookies" in order to log in and perform functions in your patron record (update your personal information or PIN, place holds, renew items, etc.). Cookies, as you may know, are pieces of identifying information created by the site and temporarily stored on your hard drive. If your browser is set to not accept cookies, you will unfortunately continue to experience problems logging in and navigating through the site. Depending on what browser you have the choice of enabling cookies is usually located under an Internet Options or Preferences tab. To enable cookies or check to see if they are enabled, please use the following steps:

Tools > Internet Options > Privacy Tab > Advanced

Check the over-ride box to Enable/Accept cookies. Click on Always allow session cookies.

2. Clear Your Cache and Cookie Files

If you are using an Internet Explorer browser, please follow these instructions to clear your cache and cookie files: Open your Internet Explorer browser.

Tools > Internet Options > General > Browsing History

Click Delete Browsing History.

Delete Temporary Internet Files, Cookies and History Also under Browsing History, click Settings and make sure that your browser automatically checks for newer versions of stored pages. Click OK and restart your browser

3. Enable Java and Javascript

You must have JavaScript enabled when using the catalog. JavaScript allows certain functions of the catalog to run. Not having JavaScript enabled blocks these functions. If you are using Internet Explorer, please follow the steps below to enable Java:

Tools > Internet Options > Security tab

Make sure the security level for this zone is no higher than Medium-high. Click on Custom level. Scroll down to scripting and make sure that Active scripting is enabled. Click OK.

4. Pop-up Blockers

If you use the pop-up blocker function, disable the pop-up blocker for both of the following sites: <http://www.mentorpl.org> <http://www.catalog.mentorpl.org>

5. Content Advisor

If you are using the content advisor feature, you need to have enable access to the library catalog and Web site via Internet Explorer:

Tools > Internet Options > Content tab

Under Content Advisor, if you've enabled, click on Settings. Under Approved Sites, add <http://www.mentorpl.org> and <http://www.catalog.mentorpl.org>

6. Firewalls/Security Suites

Sometimes firewalls and security suites block sites, including our online catalog and databases. Specifically, you'll need to check to make sure the software does not block cookies and browser privacy is disabled. In addition, you may need to temporarily disable your firewall to successfully log in. You can then enable your firewall when you are finished using the library's web site. Follow the instruction manual that came with your firewall to disable and enable your firewall.