

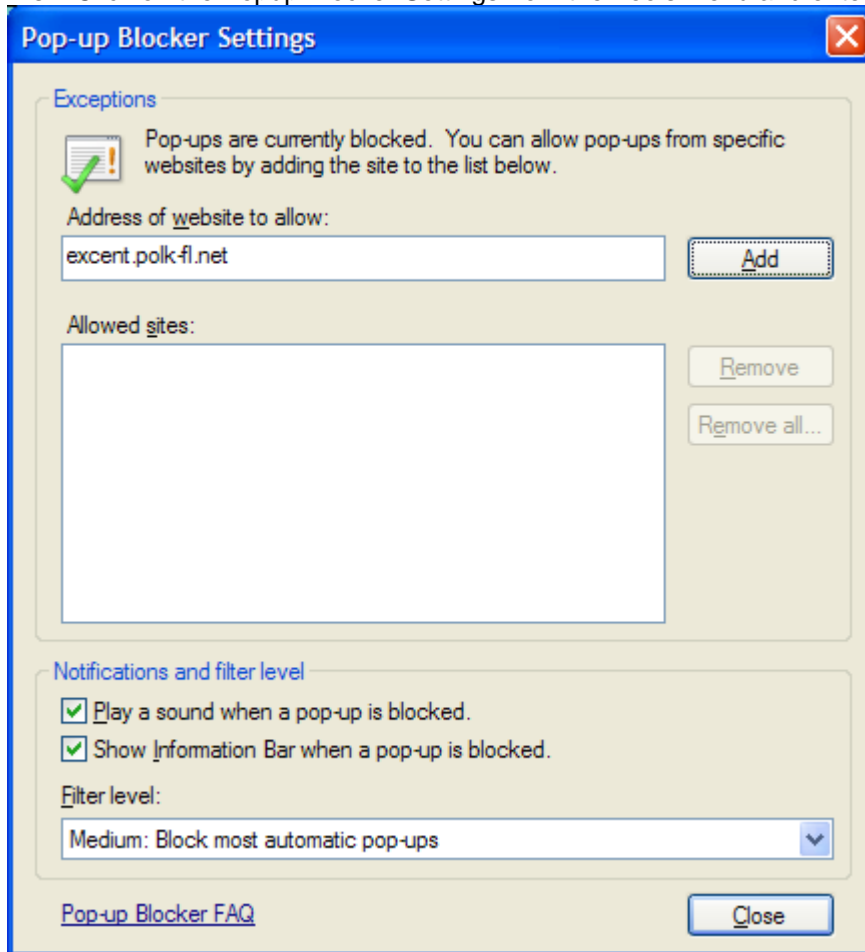
Goggle and Yahoo IE7 Troubleshooting:

- If you are “popped” back to your desktop screen when attempting to log-in, you have a pop-up blocker. Hold down the Control key <CTRL> WHILE clicking on the login button in to get around pop-up blockers.

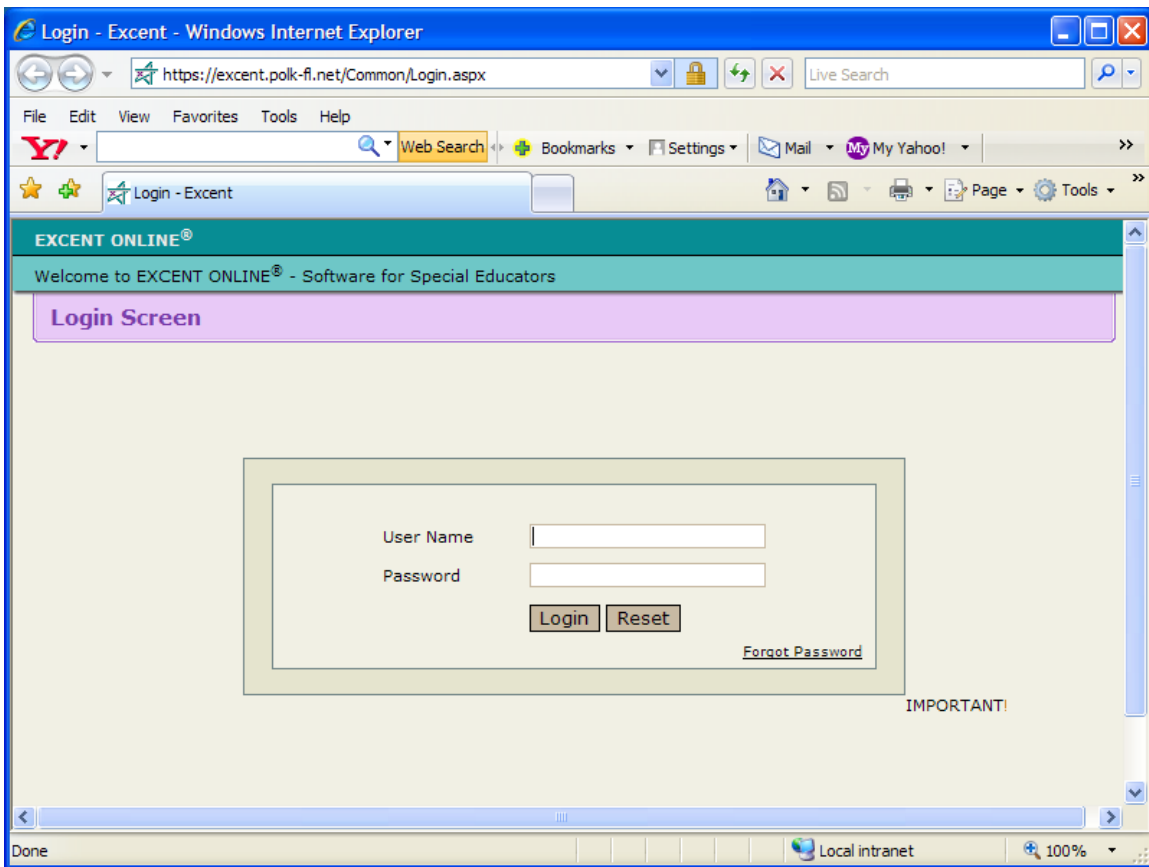
- If the Control key does not work and you continue to have trouble with popup blockers it may be related to a Windows update or because of a 3rd party tool bar (Google, Yahoo, MSN, etc.) or additional security installed on the computer. You will need to disable the pop-up blocker or set it to allow your Excent Online website.

If it is a pop-up blocker related to Windows, go to the TOOLS menu in Internet Explorer; choose Pop-up Blocker – Turn Off Popup Blocker.

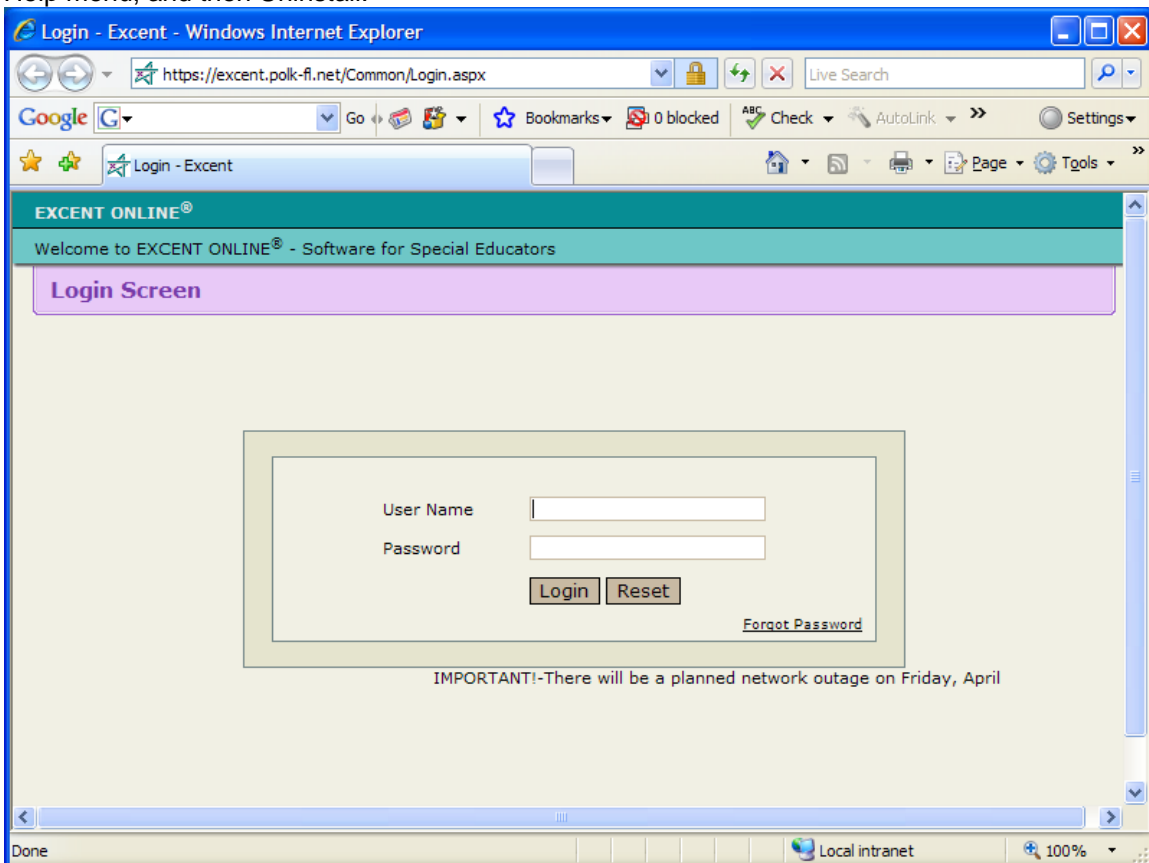
You can also configure the blocker to allow your Excent Online website address and block popups from other sites if you wish. Click on the Popup Blocker Settings from the Tools menu and enter the Excent web address in the box.



If it is a 3rd party software issue, each one has a different configuration—look for an icon in the tool bar or at the bottom right of the screen that looks like a shield, caution sign, or some kind of security insignia. Pop-up blockers can be adjusted from there.



For example, the Yahoo toolbar installed in the picture above can usually be removed by clicking on the Settings button, Help menu, and then Uninstall.



The Google toolbar installed in the picture above can usually be removed by clicking on the Settings button, Help menu, and then Uninstall.