
Avoiding Login Problems

About Pop-up Blockers

For optimal SmartOffice operation, third party anti-spyware / pop-up blocking software will need to be configured to allow SmartOffice pop-ups.

Because there are a wide variety of companies that offer pop-up blocker programs, you should consult a computer technician or the manufacturer of your particular Pop-up blocker program(s) to either disable the blocker or add exceptions if you experience problems accessing the SmartOffice site.

The following are a few of the commonly used programs.

Internet Explorer Pop-Up Blocker (only with Service Pack 2)

If when you log in to **SmartOffice** you receive the following **Pop-up blocked** message, click on the message and select **Always Allow Pop-ups from This Site**.

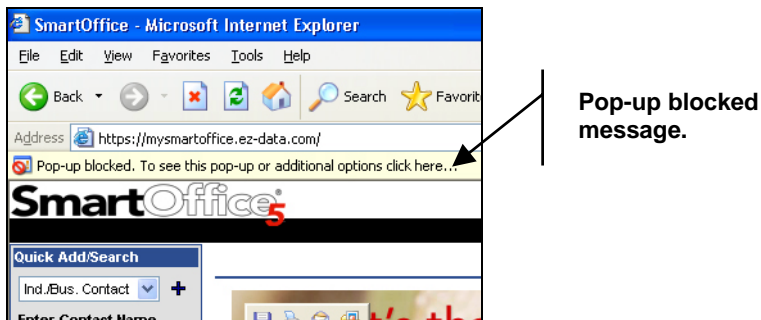


Figure 1: Pop-up Blocked IE prompt

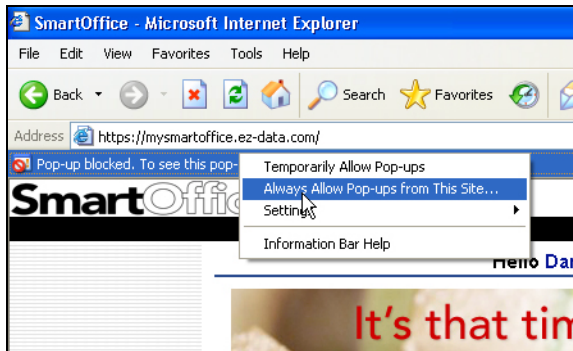


Figure 2: IE Pop-up options drop down menu

Yahoo Toolbar Pop-up Blocker

To disable the **Yahoo Pop-up Blocker**, click on the **shield icon** in the bar and uncheck **Enable Pop-Up Blocker**. If you wish to keep the **Yahoo Pop-up Blocker** active you have the option of selecting **Always Allow Pop-Ups From...** in the menu and adding the **SmartOffice** site.

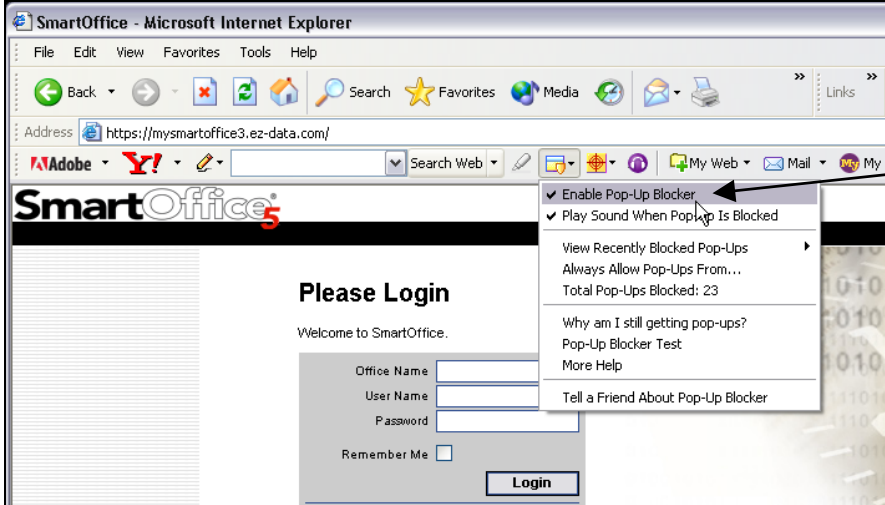


Figure 3: Yahoo Pop-up Blocker options drop down menu

Google Toolbar Pop-up Blocker

To configure the **Google Pop-up Blocker**, go to the **SmartOffice** log in page and click on the **blocked bar**, this will change it to **Pop-ups okay** and allow normal **SmartOffice** operation.

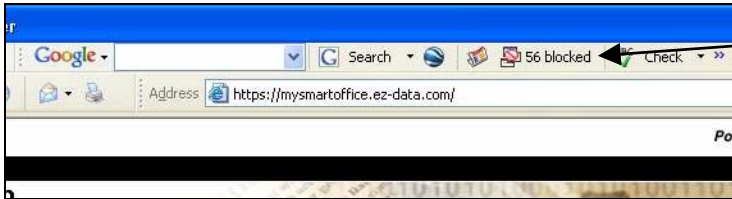


Figure 4: Google Toolbar blocking pop-ups

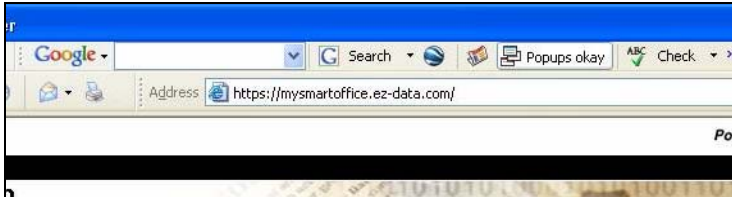


Figure 5: Google Toolbar allowing pop-ups

Worth Mentioning

Security Rights

Users should have administrator rights to their local machines. This is needed in order to install IE objects.

Windows Updates

Windows updates can cause various Internet Explorer settings to be changed, they may need to be rechecked if a problem resurfaces.

Spyware

Spyware can cause problems, so users should be running some sort of anti-spyware program(s). Spybot is one anti-spyware program, but there are many others. Check with a qualified computer technician to determine which program is right for you.

IE Versions

This document applies to only Internet Explorer version 6 and not any previous or future versions.