

There is a known issue with NIC (Northern Illinois Catalog) and Internet Explorer's "Content Advisor."

If "Content Advisor" is turned "on" or "enabled" patrons attempting to login to NIC will be repeatedly asked to login, even though they have logged in successfully the first time.

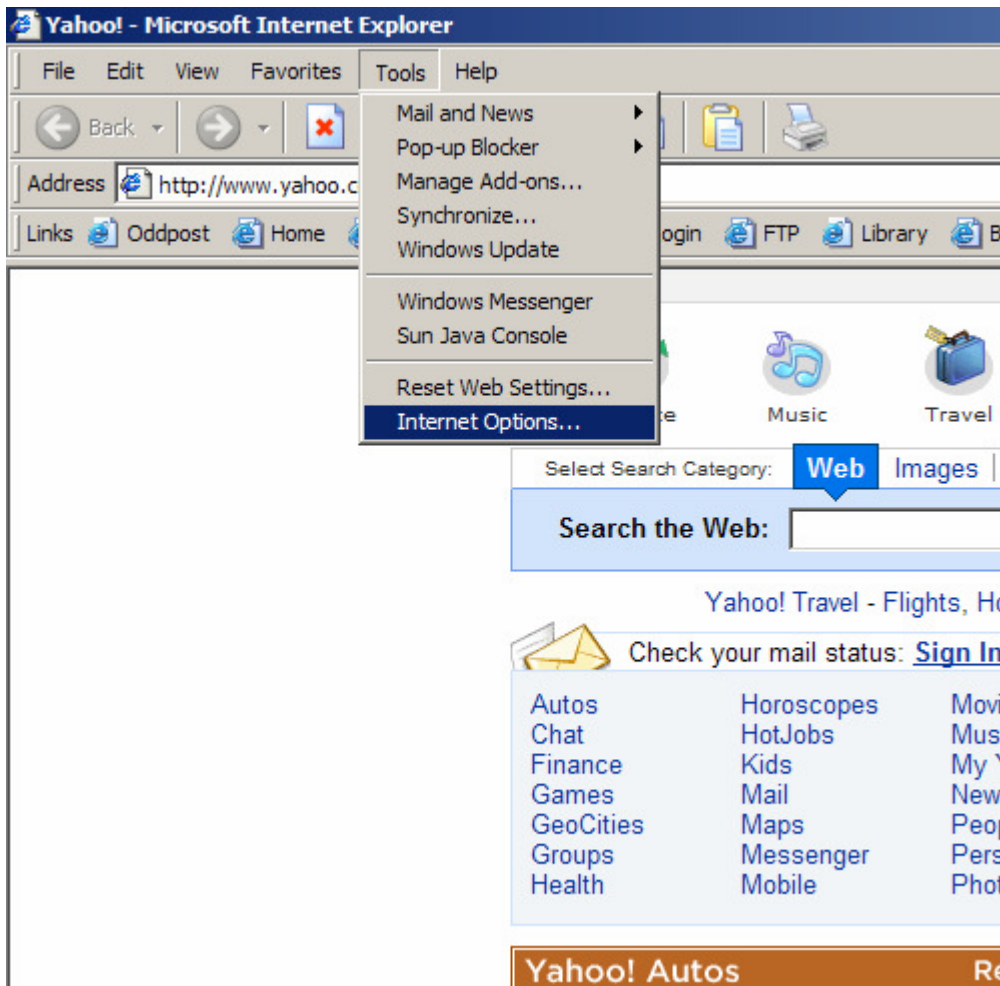
In other words, a patron logs into his/her account. Then, when attempting to viewed checked out items or place a hold, renew an item, etc. NIC "boots" them back to the login in screen. Basically, a patron is forced to repeatedly login.

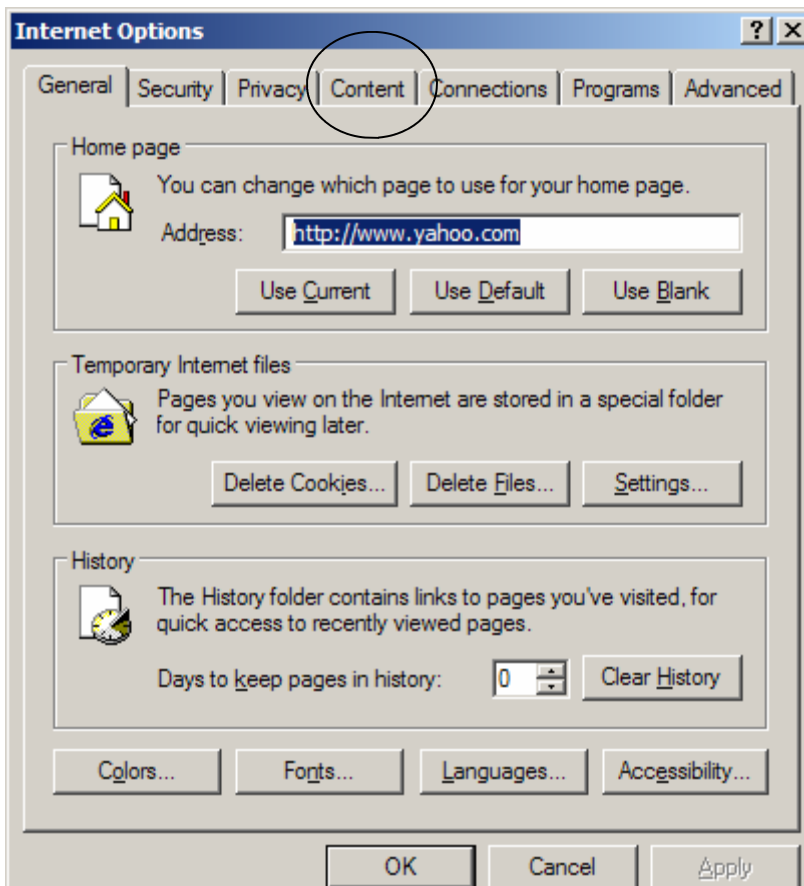
There are two solutions for this problem.

- 1) Disable Content Advisor
- 2) Install another web browser, such as FireFox. To install FireFox, go to www.getfirefox.com

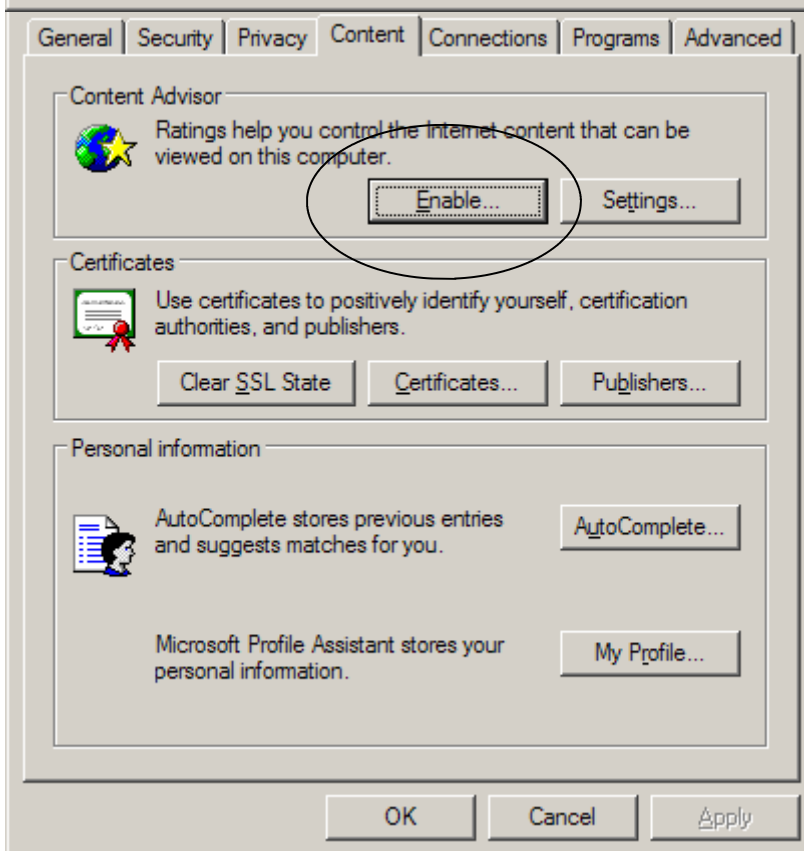
How disable Content Advisor

Open up Internet Explorer and go to Tools-> Internet Options



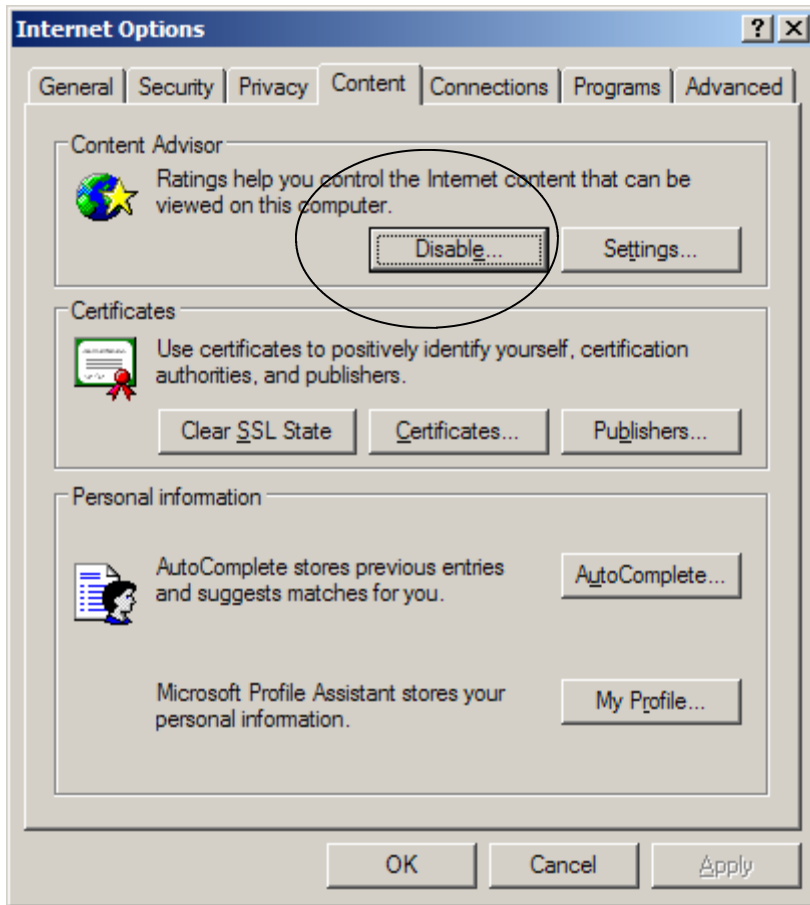


Click on the “Content” tab



“Enable” actually means that your Content Advisor is “off” or “disabled.”

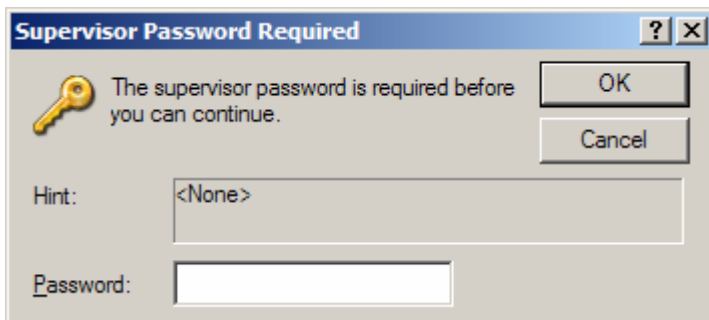
If your Content Advisor is turned on, you’ll see the following screen (next page).



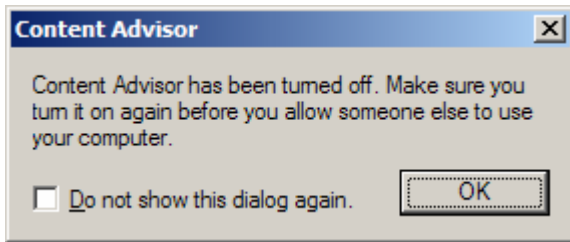
“Disable” means your Content Advisor is “turned on”

To disable Content Advisor click “disable”

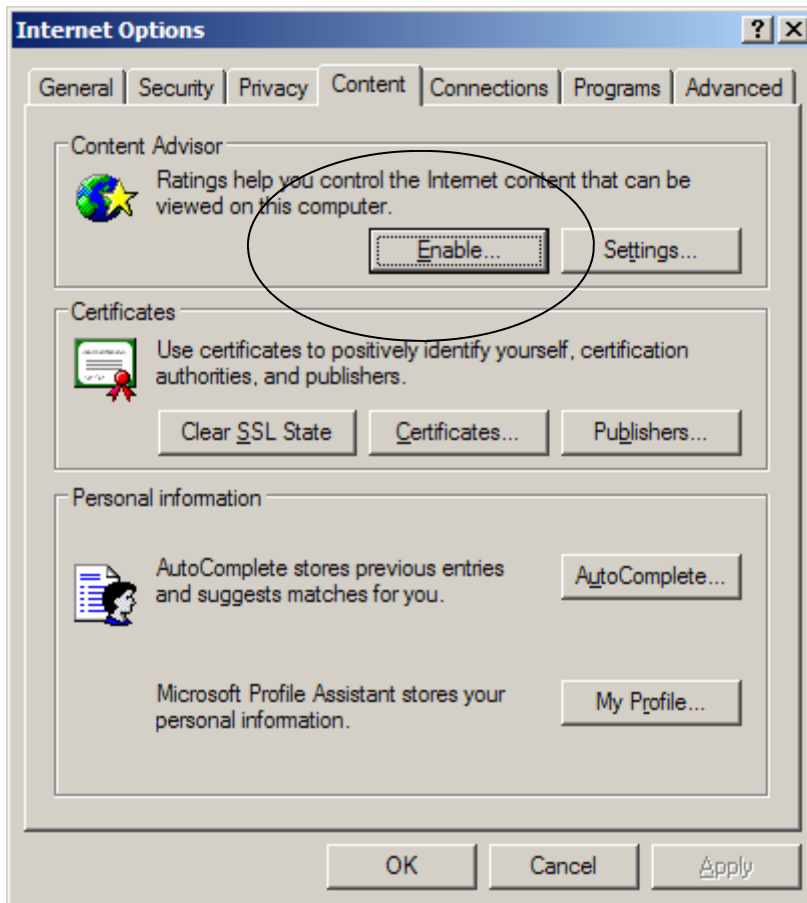
If you have set a password, you will receive the following message.



Type in your password

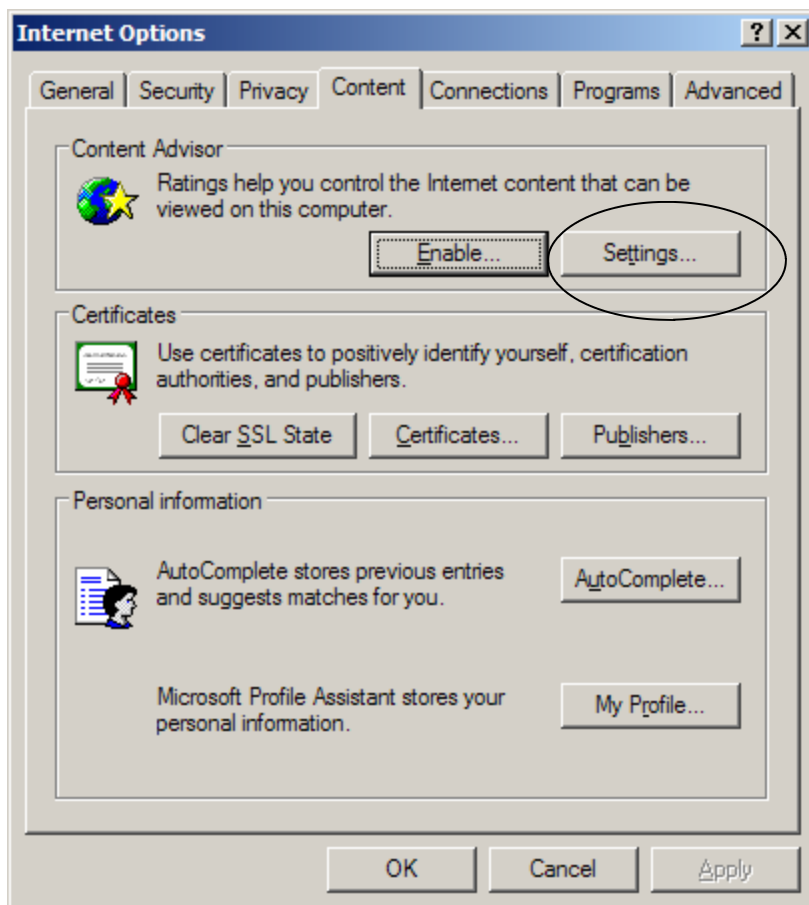


Click "OK" when you see the following prompt.



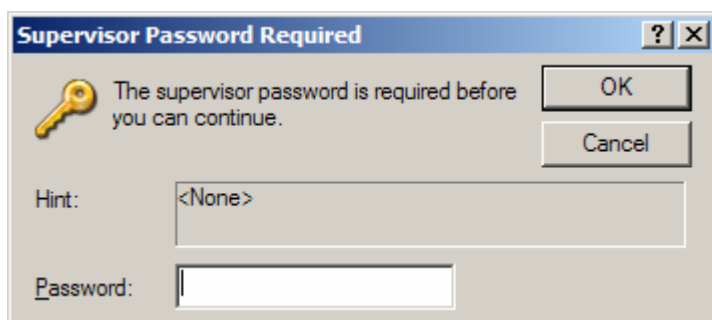
Content Advisor is now disabled.

If you would prefer to leave the Content Advisor “enabled” you may be able to successfully use NIC by making sure NIC’s website is added to your “Approved Sites.”

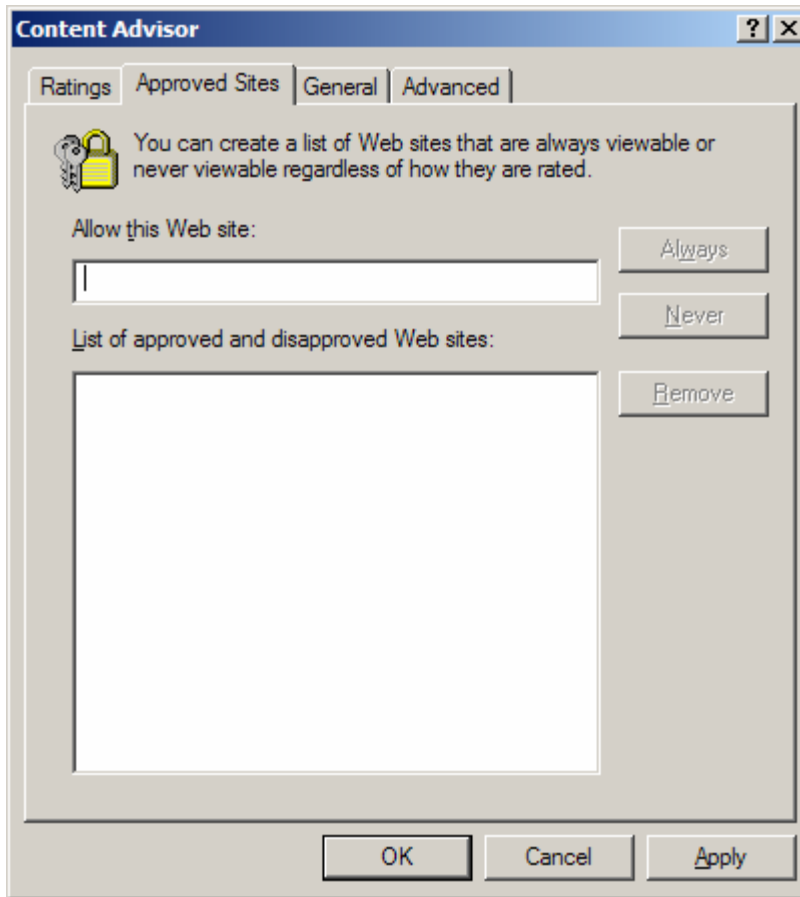


To go Tools-> Internet Options -> Content

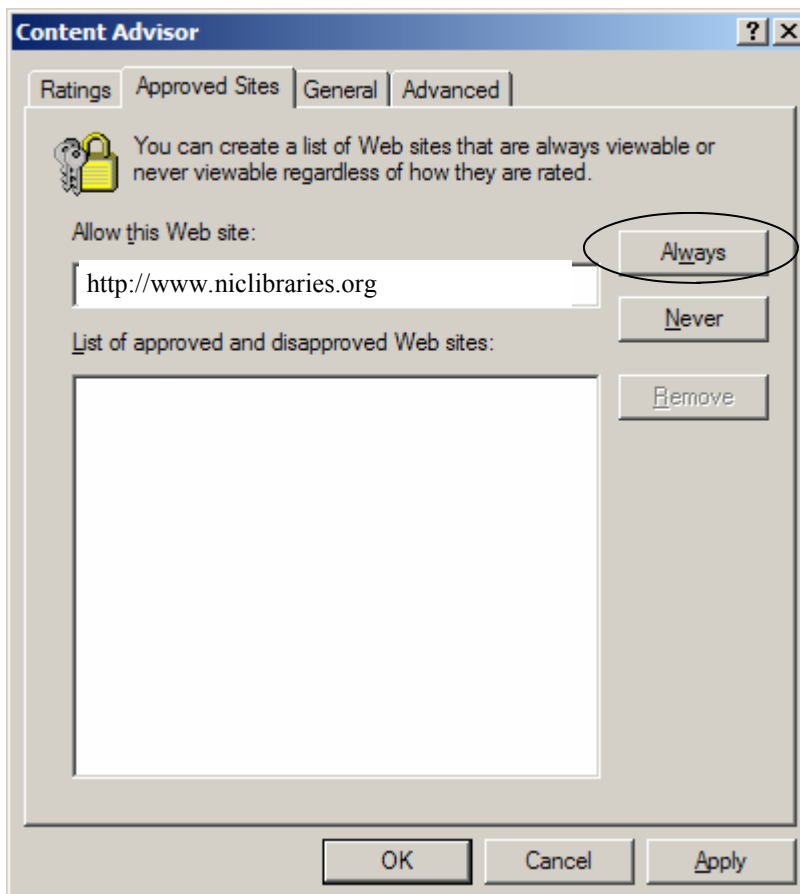
Click on “Settings”



Enter “Password”



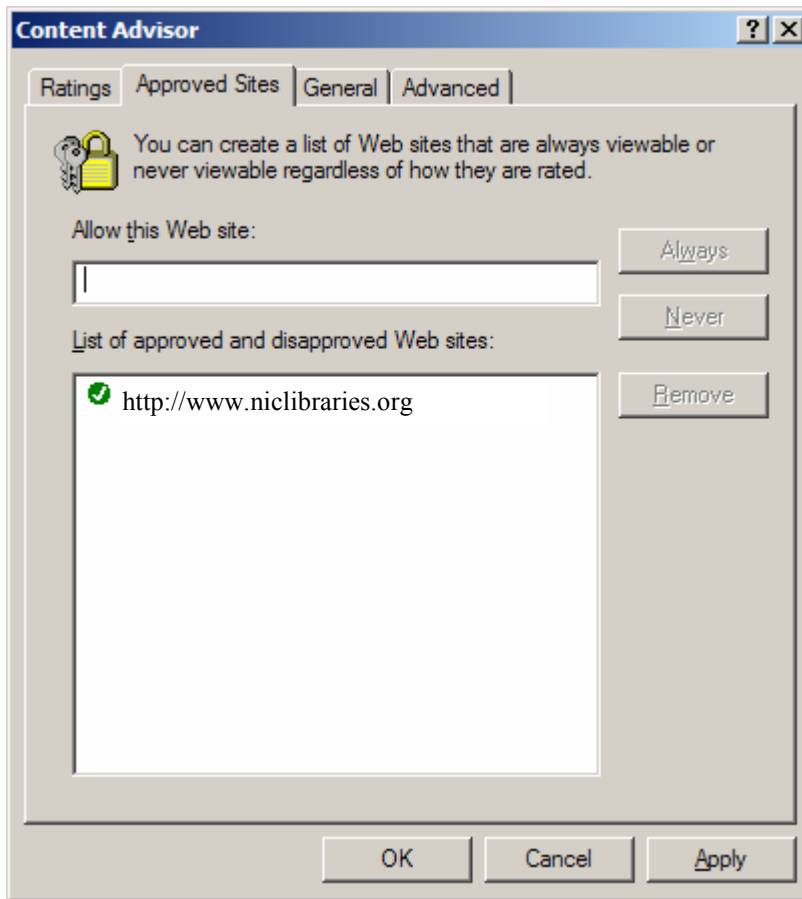
Click on the “Approved Sites” tab



Enter the following address

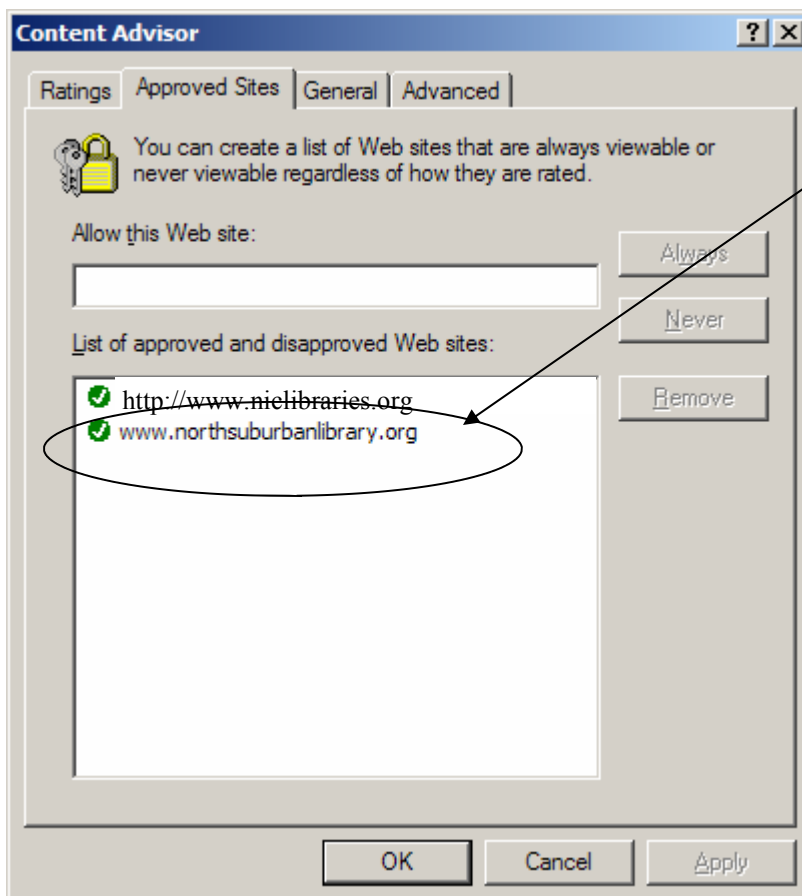
<http://www.niclibraries.org>

Click “Always”



You now have NIC in your "Allowed Sites"

Click OK when done



Add more allowed sites as necessary.

You should not have a problem logging into NIC at this point. If you do, **then the fail safe is to simply disable the Content Advisor all together.**