

Help with Online Reference Sources

If you are experiencing problems accessing the Online Reference Sources on the Library's web site, try the following suggestions:

1. Make sure that you are accessing the resource through the Virginia Beach Public Library System's web site, instead of typing a URL in your Internet browser's address bar and going directly to the vendor's web site.
2. You may need to override any pop up blockers in use on your computer. Several Online Reference Sources employ a special dialog box that prompts the user for information such as a library card number.
3. When asked, enter your 10 digit Virginia Beach Public Library card number with a capital D and without spaces.
4. Make sure Java Script is enabled in Internet Options in your Internet browser tools.
5. Make sure your Internet browser has Cookies enabled in Internet Options in your Internet browser tools.
6. For Internet Explorer users, make sure your security setting is "medium low".
7. For Internet Explorer 6.0 and up, your privacy settings must be set to "low".
8. For American On-Line (AOL) users, install another Internet browser such as Internet Explorer or Netscape. Connect to the Internet using AOL, then minimize and use the second browser to access the library's web site.
9. If your computer has a firewall, make sure that you have disabled the referring URL blocking option.
10. If you have Norton Internet Security, you may need to permit your computer to visit specific web sites. From the Status setting, make the following selections: privacy control, advanced, global settings, then permit.
11. If you are still experiencing problems, please clear you cache by deleting your Internet browser's history, cookies and temporary files. All of these items are found under Internet options in your browser's tool menu.