

Difficulty remaining Logged In to NaturalInsight

There are several reasons this could be happening, the most likely cases are:

- 1) you are an AOL user accessing the site through the AOL Browser
- 2) you have your settings set on your browser to block the site
- 3) you have a firewall or anti-virus programs that block the site
- 4) you have a speed-enhancing/accelerator/optimizer program installed on your computer

1)AOL Users

NaturalInsight cannot always be accessed through AOL, however AOL users may still access www.naturalinsight.com by using internet explorer. All you have to do is open internet explorer while still logged into the internet and go the sight through there, if you are not sure how to do this; there are some instructions that will help you below.

After you have logged onto the internet with internet explorer, minimize the AOL browser so that you are looking at you desktop. Search for the icon that looks like a blue lower case "e" say Internet Explorer beneath it, and double click it.

Now the windows internet explorer browser should open up, (it will have a blue lower case "e" in the upper left hand corner of the window, and it will say Windows Internet Explorer to the right of the "e"). Type www.naturalinsight.com into the URL box (the box that says what website you are at). Then click the sign in icon on the top left of the screen. Enter your sign in information in the appropriate spaces and you should be in. To learn what your log in information is, contact your supervisor.

2) Internet Explorer blocking the site

Go into internet explorer and select tools, then select "Delete Browsing History". Click on the "delete cookies" and the "delete file" button to clear your information, (or click the "delete all" button at the bottom). After you have tried this, try logging into NaturalInsight again.

If you do not have the "Delete Browsing History", go into internet explorer and select tools, then internet options. In the General tab, go to Browsing history, and click the delete button.

(Note: if you are using a different browser such as Firefox, you will need to do similar actions, but follow the steps provided by that browser to reset your internet preferences).

You can then try clicking the security tab and click the check mark that says trusted sites, and then click the box that says "sites", and add:

<http://www.naturalinsight.com> and <http://my.naturalinsight.com>

to your trusted sights. Then click the red icon called restricted sites, click the "sites" box, and make sure that www.naturalinsight.com and <http://my.naturalinsight.com> are NOT in this list.

Then click the globe labeled internet and make sure that security level is on medium or medium-high.

Then click the privacy tab, and make sure that your settings are set to medium. Then Click the "sites" button, make sure that www.naturalinsight.com and <http://my.naturalinsight.com> are not being blocked.

Back on the privacy tab, click on the "advanced" button, and make sure that third party and first party cookies are being allowed.

If you made any changes, be sure to apply your changes before you leave.

If when you are trying to sign in, your browser automatically types in a password or user name, follow the steps from this link:

<http://my.naturalinsight.com/docView.cfm?docid=1020>

Even if you delete the auto generated password, you may still need to follow the steps on the link to fix your problem.

3) Firewall or Anti-Virus Programs are blocking the site

If you have a separate Firewall or outside anti-virus programs, please make sure that www.naturalinsight.com and my.naturalinsight.com are not being blocked. If you are unsure on how to do this, contact the person who set these up on your computer.

4) speed-enhancing/accelerator/optimizer program installed

These types of programs are built to help faster web navigation; however they have also been known to interfere with some websites. If you have a speed-enhancing/accelerator/optimizer program installed on your computer, disable it, or restrict it from working on <http://my.naturalinsight.com> or www.NaturalInsight.com. If you use a satellite ISP there is a good chance you have one of these on your computer, but Dial up and DSL providers also are known to include these types of programs with their service.