

## ***Tell Me More* Troubleshooting**

**Problem: The program won't start. I get a screen that says "*Tell Me More* always opens in a new screen..."**

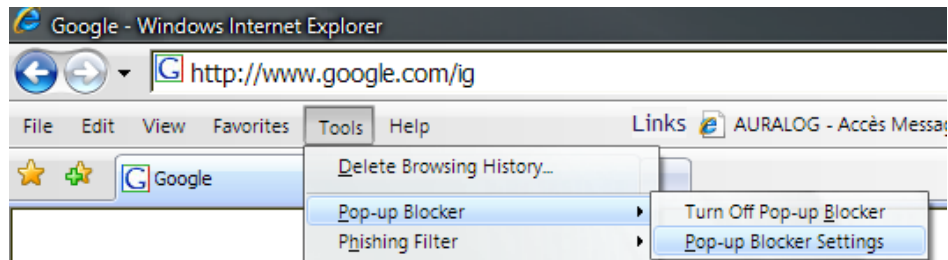
### **Turn off Pop-Up Blockers**

A lot of toolbars block unwanted pop-ups. *Tell Me More*<sup>™</sup> software creates **wanted** pop-ups which should not be blocked. In order to use *Tell Me More*<sup>™</sup>, you must disable your pop-up blockers. Holding down the CTRL key temporarily disables some pop-up blockers but is not a sufficient solution. It is also very common to have more than one pop up blocker installed on your browser. Be certain all pop-up blockers are configured to allow the *Tell Me More* website to have pop-ups or disable the pop-up blocker all together.

#### **EXAMPLE:**

If you have installed Windows Internet explorer service pack 2, you have a pop up blocker installed by default. In order to turn this off, you simply open internet explorer and click on:

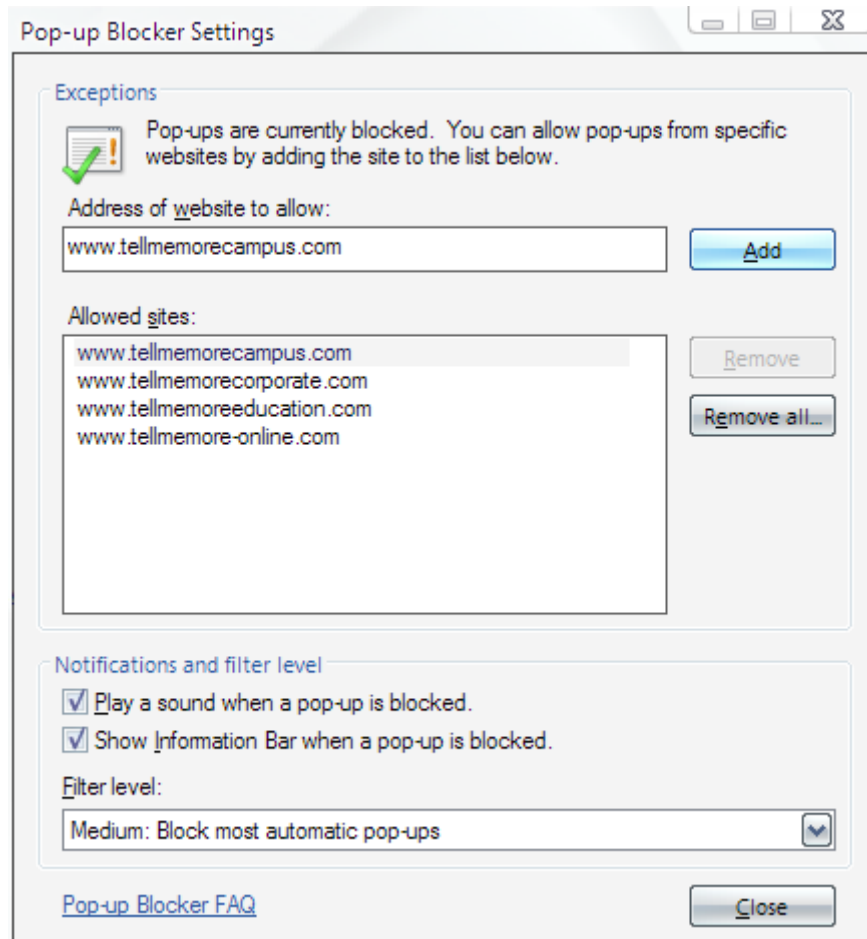
**TOOLS>POP-UP BLOCKER>TURN OFF POP-UP BLOCKER**



You can select '*Pop-up Blocker Settings*' and add the website to your "Allowed sites" list, to enable pop-ups from the Tell Me More site.

The site to add for home users would be:

<http://0-library.auralog.com.librarycatalog.pima.gov/?lid=pimacounty&cc=pima2707>



You have completed the Pop-Up Blocker Troubleshooting steps.