



Internet Explorer Pop-up Blockers

This help document provides assistance on the most common pop-up blockers found in Internet Explorer. However, there are always more programs and toolbars coming on the market every day. Most toolbars can be disabled in the same way, but additional programs (such as parental control or security software) may be more difficult. After trying all of these solutions in this tip sheet, if you continue to receive a pop-up blocker message when accessing Listing Load, review the icons on the lower right corner of your screen in the system tray for a program that could be a parental control, anti-spyware/anti-virus related program, as these may have a pop-up blocker setting. Please consult the manufacture for additional assistance.

What are pop-ups?

Pop-ups are windows that appear over the Internet page that you are trying to view. Usually, pop-ups appear in the form of advertisements. However, in some cases, pop-ups are necessary and helpful as they provide tips on the page you are trying to view. It is necessary to allow pop-ups on Realcomp *Online*® to receive the full functionality the program was meant to provide. Realcomp *Online*® does not have any pop-up windows that display advertising.

What are pop-up blockers?

Pop-up blockers are used to stop pop-up windows from appearing. If you have a pop-up blocker installed and enabled, you will not be able to access Listing Load.

Why is it necessary to allow pop-ups in Realcomp *Online*® Listing Load?

Listing Load has a series of information verification processes performed. For example, Listing Load uses Pop-ups for the school district pick list or to authenticate a Property ID number entered. This portion of the Realcomp *Online*® system relies on the use of pop-ups in order to accomplish these tasks.

Do I have to disable my pop-up blocker program or can I allow access to just Listing Load?

Since multiple programs with pop-blockers can interfere with each other, it is recommended to disable all toolbars that contain pop-up blockers. The Internet Explorer pop-up blocker can then be used as it is easy to turn on/off or the settings can be adjusted to allow pop-ups for Listing Load. Having only one pop-up blocker enabled on your system will keep these programs from conflicting with each other.

Internet Explorer Pop-up Blocker

Internet Explorer comes with a Pop-Up Blocker that is enabled by default. It is recommended to turn off this Pop-Up Blocker completely, or you can edit the Pop-Up Blocker settings to allow Pop-Ups for Listing Load.

To Turn Off: On the **Tools** menu at the top, point to **Pop-Up Blocker**, and then click **Turn Off Pop-Up Blocker**.

To Allow Pop-Ups: On the **Tools** menu at the top, point to **Pop-Up Blocker**, and then click **Pop-Up Blocker Settings**. In the **Address of Web site to allow box** (Figure 1), type listingload.realcomponline.com, click **Add** and then click **Close**.

Note: If the Pop-Up Blocker Setting option is not available for you to select from the Tools menu, then your Pop-up Blocker is enabled through another program. Please proceed to the next section.

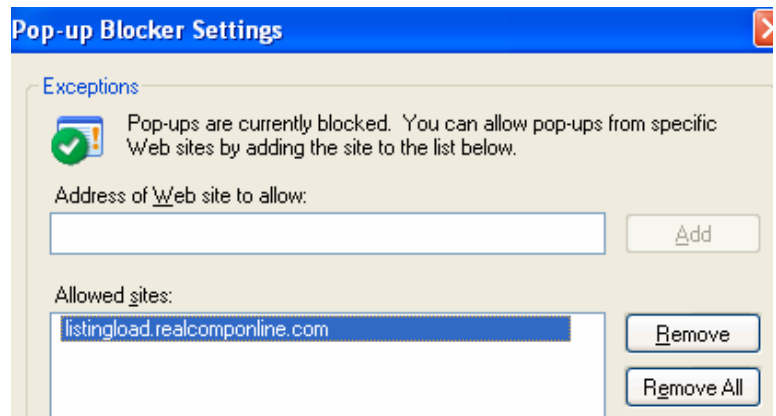


Figure 1

Toolbars

Toolbars are also common sources of Pop-up Blockers and can cause many problems with Internet Explorer, and many toolbars are installed accidentally if they come bundled with other programs, so it is possible that you may not be aware that you have these installed. Since Internet Explorer 7 & 8 both come with an embedded search in the browser, it is not necessary to have a search toolbar (such as a Google Toolbar or a Yahoo toolbar). Anti-virus programs can also install toolbars, and these are not necessary for your Anti-virus program to work and will not affect the security of your computer if removed.

To view any Toolbars that you might have installed, click on **View** (located in the menu bar at the Top Left of your browser window) and then click **Toolbars**. All enabled toolbars show with a checkmark in front of the toolbar name (Figure 2). Please close out of Listing Load before disabling any toolbars.

Internet Explorer Menu Bars (ok if checked):

- Menu Bar
- Favorites Bar
- Command Bar
- Status Bar
- Lock the Toolbar

Additional Toolbars (should not be checked):

- Google Toolbar
- Yahoo Toolbar
- MSN Toolbar
- AVG Toolbar
- Norton Toolbar
- Altavista Toolbar
- Dogpile Toolbar
- Ask Jeeves Toolbar
- MyWebSearch Toolbar
- MyWay Speedbar

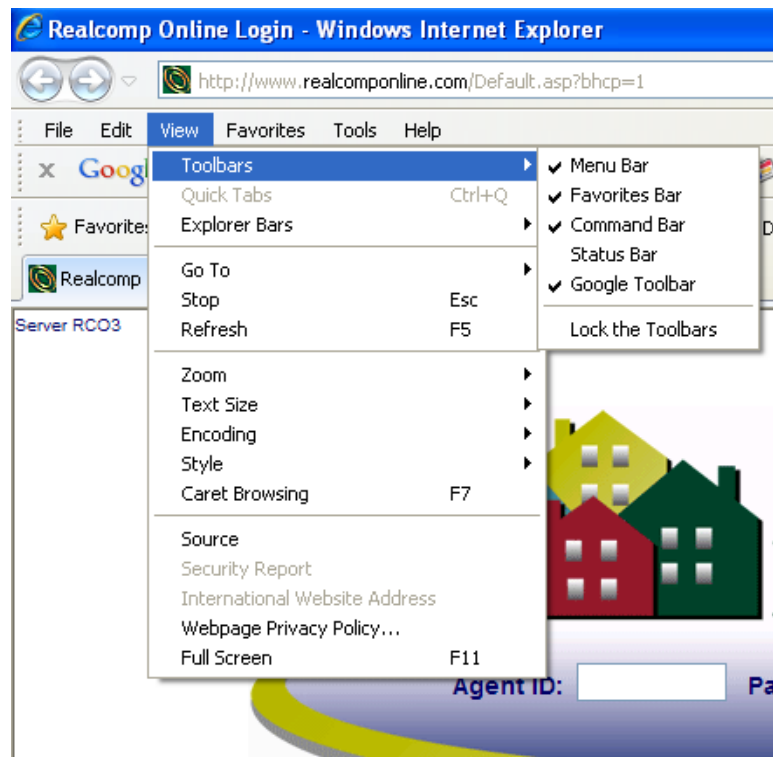


Figure 2

If there are any toolbars that need to be disabled, click on the Toolbar (Under View and then Toolbars). If you are using IE 7.0, it will just take you out of the Toolbars window, but when you go back in the toolbar will be unchecked. In IE 8, a window will open asking if you want to disable this add-on (Figure 3). Click **Disable** and the toolbar will be removed. Follow these steps to remove each additional toolbar.

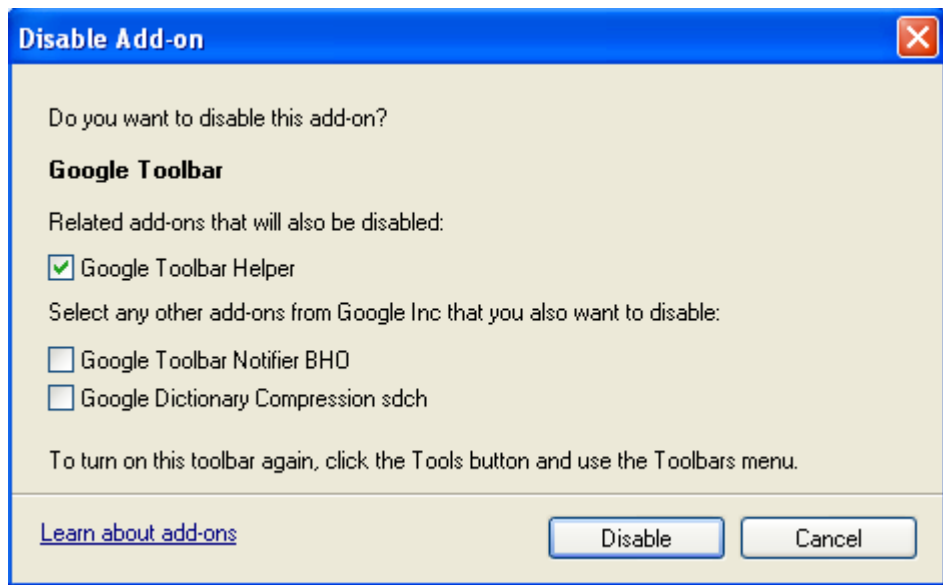


Figure 3

Disabling a toolbar is always preferred to uninstalling, since the program remains intact on your computer if you need it for future use. However, if you wish to remove a toolbar completely, that option is also available through the Control Panel on your computer. On your computer, click **Start** and then **Control Panel**. If you are using Windows XP, you will then have an option for **Add or Remove Programs**. If you are using Windows Vista, the option is labeled **Programs and Features**. Once this menu option is clicked, a list of all programs on your computer will generate. Select the toolbar that you wish to remove, and you will receive the option to uninstall. Please be very careful when uninstalling programs that you do not accidentally remove something necessary for your work or your computer. If you are unsure of which program to remove, please do not uninstall the program and instead disable the toolbar only using the steps included above.