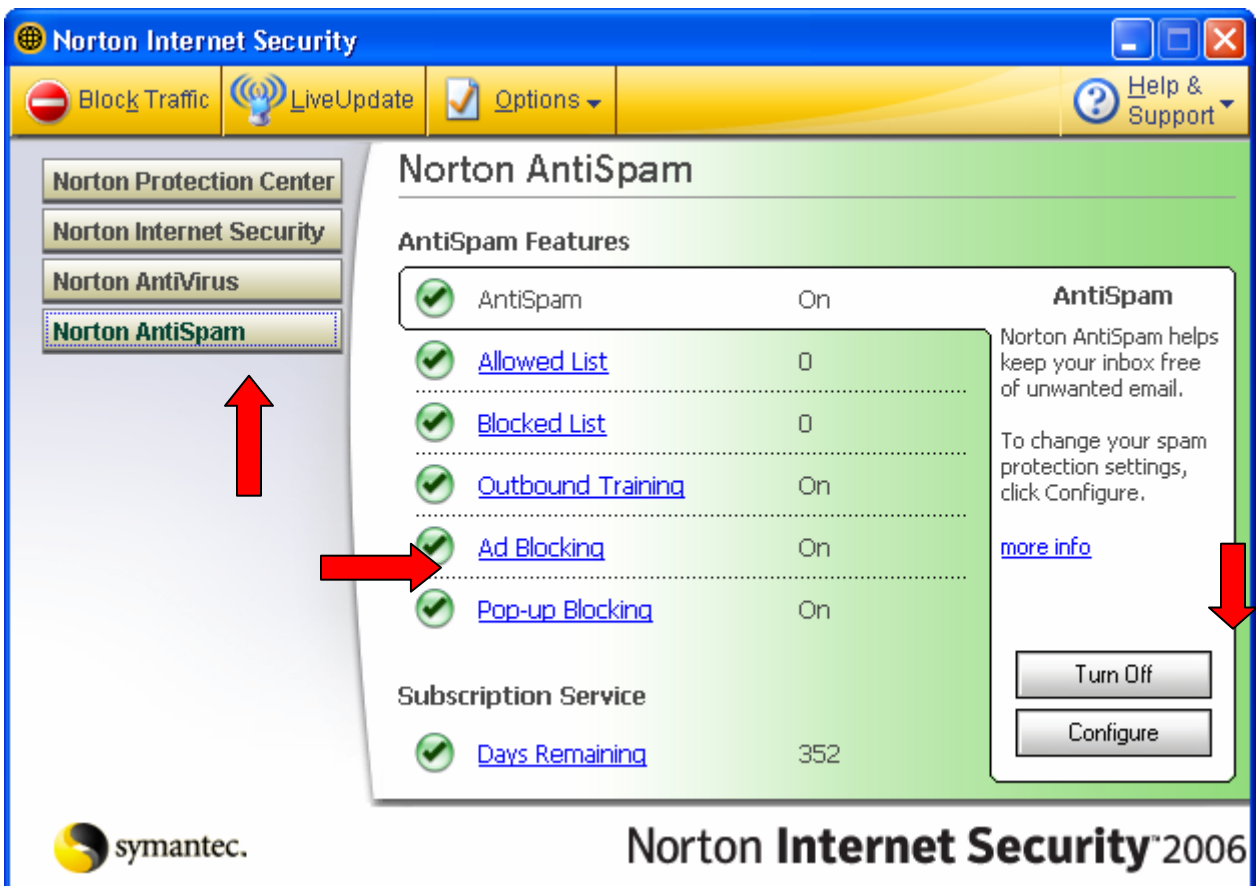


Norton Ad Blocking blocks Internet access

The easiest way to determine whether or not Norton's Ad Blocking is restricting your access to the Internet is to temporarily disable this feature. The status of Pop-up and Ad Blocking (on or off) is displayed on the Norton AntiSpam interface.

To disable Ad Blocking and Pop-up Blocking

1. Open Norton Internet Security.
2. In the main window, on the left side, click **Norton AntiSpam**.
3. Select **Ad Blocking** from the menu on the left. New options should appear along the right-hand side of the Norton Internet Security window.
4. Click **Turn Off**.
5. Select **Pop-up Blocking** from the menu on the left.
6. Click **Turn Off**.



Once you have reconfigured Ad Blocking or Pop-up Blocking, you may find that your access to information is still being blocked. This could be because of

Internet files are often stored in your web browser's cache. You must clear the cache for the changes you made to become effective.

To clear your cache in Internet Explorer:

1. Start Internet Explorer.
2. Click **Tools > Internet Options**.
3. Click **Delete Cookies**.
4. When you see the prompt "Delete all cookies in the Temporary Internet File folder?" click **OK**.
5. Click on the **Delete Files** button. Put a check mark in the box saying "delete all offline content" and then click **OK**.
6. Click **Clear History**. When you see the prompt "Are you sure you want Windows to delete your history of visited Web sites?" click **Yes**. Click **OK**.

After you have disabled Ad Blocking and Pop-up Blocking and cleared your web browser's cache, test your connection to the Internet. If you are still unable to access our website or course content, temporarily disable your Privacy Control blocks and Firewall.

Disable Privacy Control

Privacy Control can be used to keep private information from leaving your computer. If configured improperly, it may be restricting too much information and impairing your Internet access. The easiest way to tell if your privacy control is blocking Internet access is to temporarily disable this feature.

1. Open Norton Internet Security.
2. Click **Privacy Control**.
3. Click **Turn off**.

Disable Firewall

1. Open Norton Internet Security.
2. Click **Privacy Control**.
3. Click **Turn off**.

Note: You should re-enable your Internet Security software once you are done taking our online course for the day. Open your Norton icon located on your bottom system tray, (located by your clock on the bottom right of your screen), and re-enable, or restart your computer. Restarting your PC will re-establish your Internet Security software.