

Why I am getting prompted for a Username/Password? or

Why am I seeing an Invalid library card message? Remote (home) users deploy a variety of personal firewalls and/or Internet security software packages. (i.e. LynkSys Firewall, Norton Internet Security Software, etc). If you are connected to the Internet via a cable modem with a personal firewall and/or Internet security software and are receiving the username/password challenge page from ReferenceUSA, the Privacy Control of that firewall or Internet security software is most-likely blocking the content of ReferenceUSA, as a result taking you to the Username/Password page. Reconfiguring the that firewall or Internet security software to allow/permit www.referenceusa.com will correct this issue. Please refer to the device/software users manual and/or the vendor for additional technical assistance.

If you are not using a firewall or Internet Security software, delete the browser's cache (i.e. cookies and temporary files). After the cache is deleted close and reopen the browser before attempting ReferenceUSA access again.

If you are using the Microsoft Internet Explorer version 6 or 7 browser and are still receiving a username/password prompt after deleting the browser's cache, you may need to modify your default browser cookie handling configuration settings.

1. Open a new Microsoft Internet Explorer browser session.
2. Click on the **Tools** drop-down menu and select **Internet Options...**
3. When the Internet Options window appears click on the **Privacy** tab, then the **Advanced** button.
4. When the **Advanced Privacy Settings** window appears, place a check in the checkbox next to **Override automatic cookie handling**, leave the setting as **Accept** for both First-party Cookies and Third-party Cookies and place a check in the checkbox next to **Always allow session cookies** and click **OK** to close.
5. Click on the **Advanced** tab and then click the **Restore Defaults/Restore advanced settings** button towards the bottom of the tab.
6. Click **OK** on the **Internet Options** window to close.
7. Close and reopen the browser, and attempt ReferenceUSA access again.

Note: You cannot bookmark the ReferenceUSA link on the subscribing organization's Website. Typically, remote access to ReferenceUSA is offered via a secured host that authenticates/validates users prior to forwarding them to ReferenceUSA. Accessing ReferenceUSA via a bookmark that you have created sidesteps the authentication process and breaches security.

What if I am using a proprietary Internet browser such as America On Line [AOL] or CompuServe [CS]? If you are using a proprietary browser such as CompuServe [CS], America On Line [AOL], etc, you may experience sporadic errors and/or access issues with ReferenceUSA. If you are attempting to access ReferenceUSA remotely and are receiving a username/password challenge page it is very likely that the proprietary browser is causing this. It is highly recommended that users accessing ReferenceUSA via a proprietary browsers use a new, unmodified browser such as Microsoft Internet Explorer or Google Chrome. These browsers can be obtained directly from the manufacturer free of charge.

Please contact ReferenceUSA directly at (800) 808-1113 if you have encountered an error that cannot be resolved with the aid of this help text.