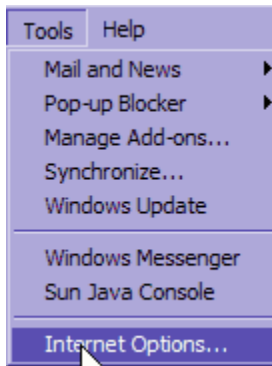




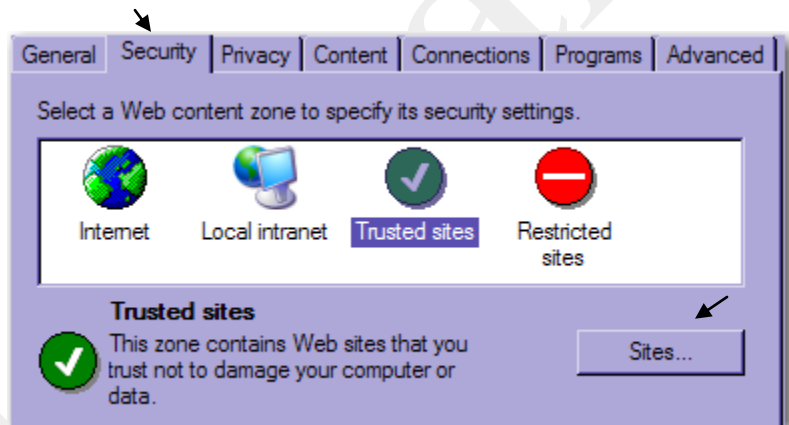
## System Troubleshooting for Electronic Products—Trusted Sites

If you being prompted for usernames and passwords while trying to connect to our Electronic Resources your browser may be protecting your computer by preventing vendor programs or scripts from loading that enable access. It is possible to allow some scripts to load while preventing others that may jeopardize your computer's security. It can be done using an element within Internet Explorer known as **trusted sites**.

West and other products listed below request to be added to your Trusted Sites to work correctly.



- Click on Tools
- Internet Options
- Security
- Trusted Sites
- Sites
- Click into the add website box
- Add the product URLs as indicated.



- Click the **add** button
- Click ok to return to browsing or the URL box to add another site.
- It is not necessary to add products unless you experience problems.

The products below have reported improvements in access with this solution.

Products	Website URL
CQ Press	* cqpress.com/cqresearcher
Electric Library	elibrary.bigchalk.com
Grolier Encyclopedias	go.grolier.com
Netlibrary	www.netlibrary.com
Proquest	Proquest.umi.com
Westlaw Campus	*.westlawcampus.com
Worldbook	www.worldbook.com