

*Hearing a "blip" when clicking on a link or waiting for a window that never opens?*

Throughout the NTREIS Listings system there are certain links that, when activated, trigger a page to load in a new window. Examples of this would be any of the various property reports, the tax system, and the CMA Wizard and the welcome screen.

If you click on one of these links and a new page fails to load (display), pop-up or ad blocking software could be interfering with your navigation in NTREIS Listings.

This is generally caused by a pop-up blocker. These days, it is easy to have more than one on your computer and until each and every one of them is dealt with, these windows will not appear. Below are steps that can help:

1. Go to top menu in IE and click on "View" > "Highlight Toolbars"
2. You will see a menu that contains "Standard Buttons," "Address Bar," etc. Toolbars such as Yahoo, Google, AOL, AIM, MSN and others may be found here. Each of these toolbars can contain a pop-up blocker.

Unchecking the item doesn't always stop the toolbar from running. You must either put a check beside the toolbar to make it appear on the browser and then configure the toolbar to allow pop-ups for NTREIS MLS or you can choose to remove it completely by going into the Control Panel and using "Add/Remove Programs."

3. If you still encounter issues, you can go to Tools> Internet Options> Advanced tab. Click on the down arrow in the scroll bar and uncheck "Enable third party browser extensions." After clicking OK, close your browser(s) and re-open Internet Explorer (IE).

In some instances, to override your pop-up blocker, you can hold down the control (Ctrl) key on your keyboard and then click on the link which may be blocked in order to override the blocking software.

If you are unsure whether you have pop-up blocking software on your computer or if you need assistance with determining if this type of software is the source of the problem, please contact your MLS Provider Association or technical support at 888-440-3687.