

TROUBLESHOOTING CONNECTIVITY TO NTREIS TAX

Issue: I click on the Tax icon in NTREIS Listings and a window starts to open but then is closed immediately.

Answer: It is likely that the computer you are using has a Pop-up Blocker which is closing the NTREIS Tax window. Below are some troubleshooting steps to change pop-up blocker settings.

Internet Explorer Pop-up Blocker (IE)

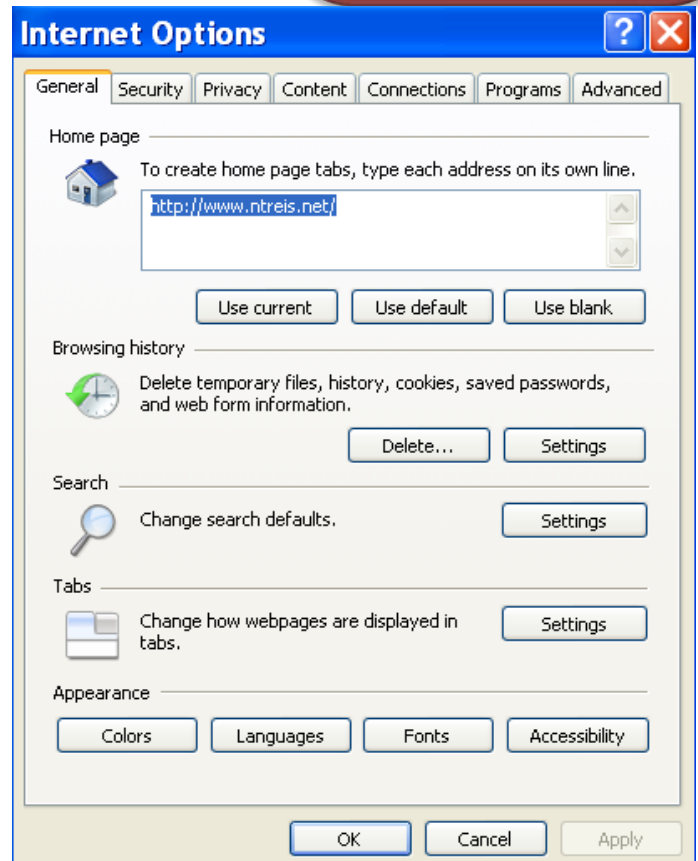
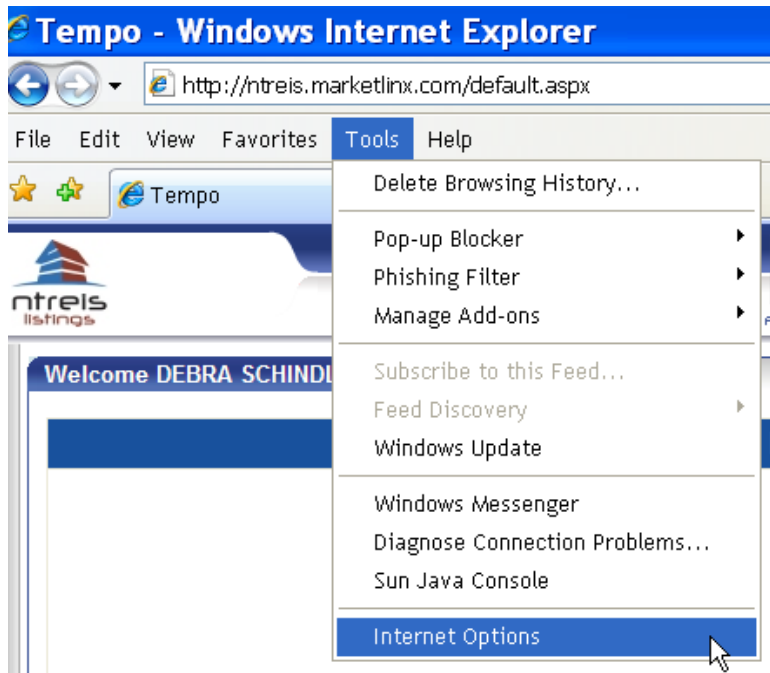
Follow these steps to disable, test, then set allowed sites in Internet Explorer:

1. In an open IE window such as NTREIS Listings, click on Tools then click on Internet Options, this will open an Internet Options dialog box.

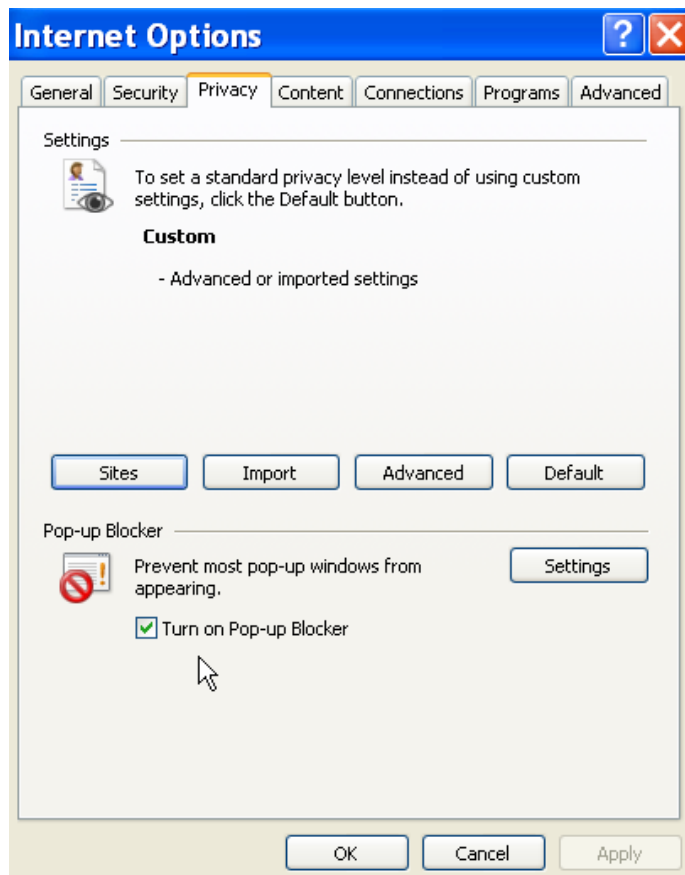
You will learn how to:

- Disable, Test, and Set Allowed Sites on IE Pop-Up Blocker
- Remove Yahoo and Google Toolbars/Pop-Up Blockers
- Edit IE Security Levels and Cookie Handling

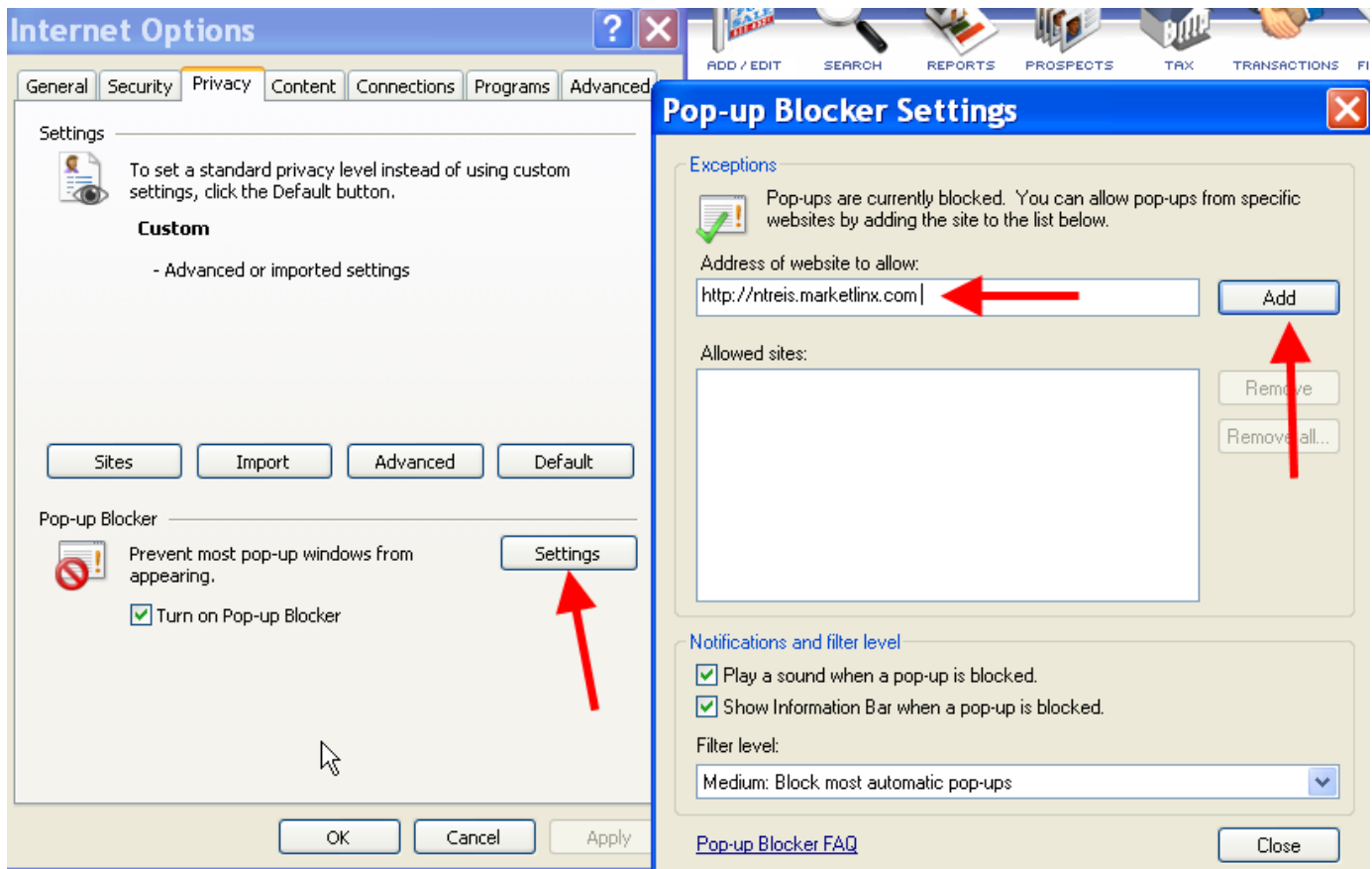
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2. Click on the Privacy Tab. If the box next to Turn on Pop-up Blocker is checked, this indicates that the IE Pop-up Blocker is currently enabled. Click the box to uncheck it, and then click OK at the bottom of the window.



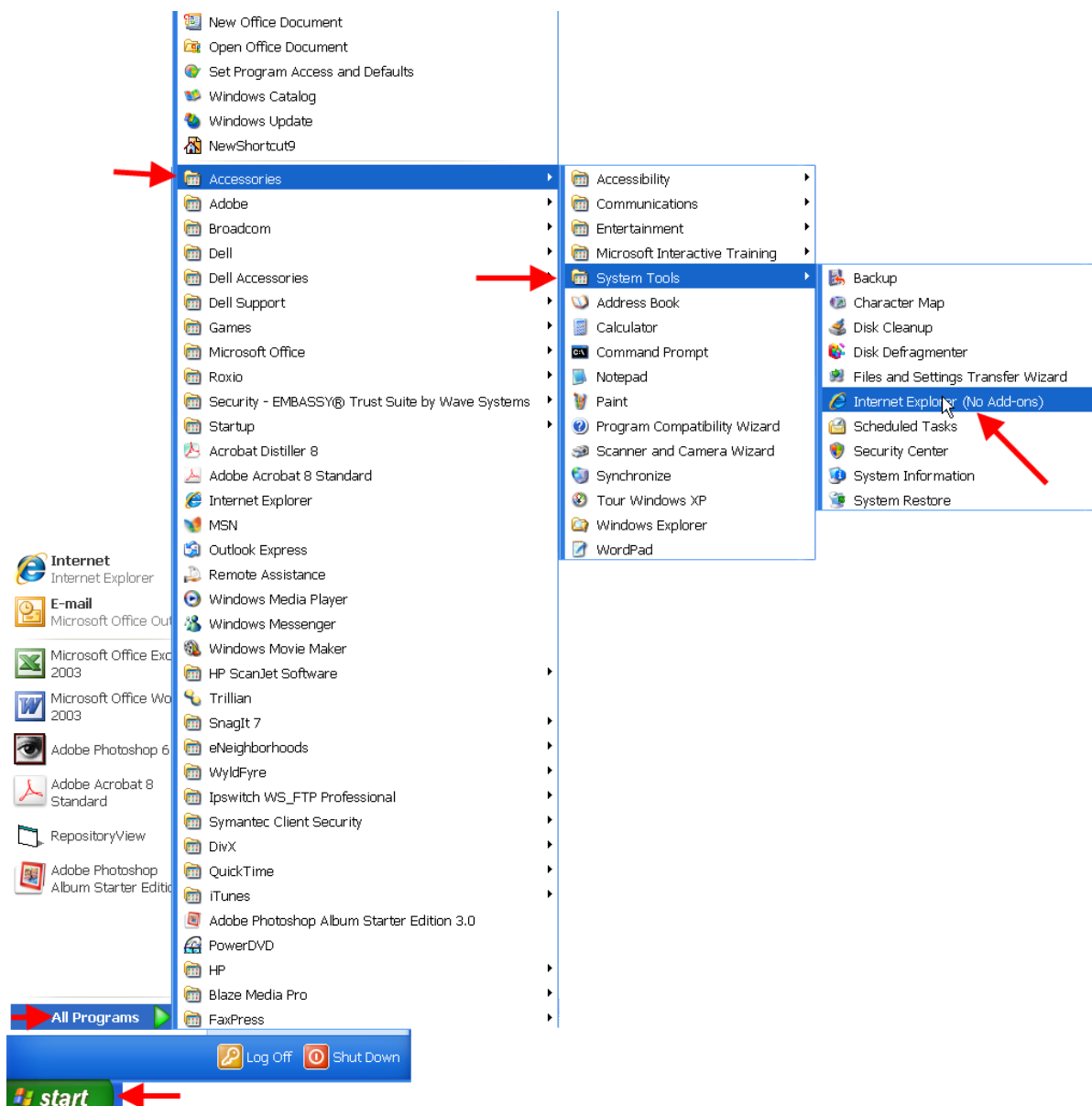
3. Once you have disabled the IE Pop-up Blocker attempt to access NTREIS Tax. If it successfully opens you can then follow the steps below to re-enable the IE Pop-up Blocker, but allow windows from <http://ntreis.marketlinx.com> to open. However if you still cannot access NTREIS Tax, move on to the steps to Opening an Internet Explorer window without any Add-ons.
 - a. To enable IE Pop-up Blocker but allow windows from <http://ntreis.marketlinx.com> to open, follow the steps above but check the box to Turn ON the IE Pop-up Blocker.
 - b. Next click the Settings button which is to the right of Turn on Pop-up Blocker.
 - c. Type <http://ntreis.marketlinx.com> in the box labeled Address of website to allow, and then click the Add button.
 - d. Click the Close button on this window, then the OK button on the Internet Options.



Opening an Internet Explorer window without any Add-ons

The quickest way to troubleshoot whether NTREIS Tax is being blocked by Internet Add-ons such as Yahoo or Google Toolbar is to open a session of Internet Explorer without any add-ons.

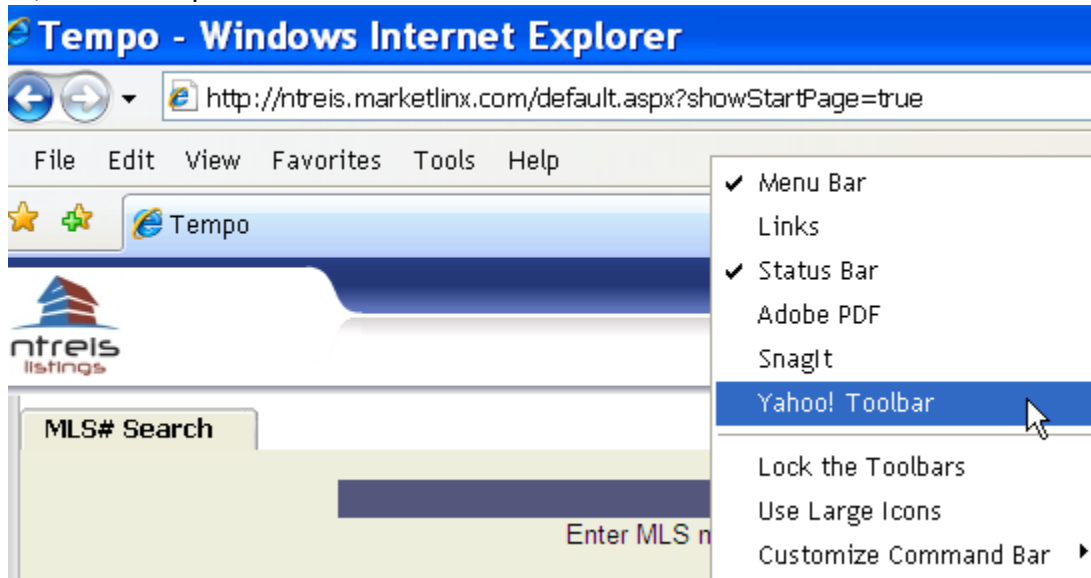
1. Click on the Start button on the bottom left of your computer.
2. Click All Programs, then hover your mouse on Accessories, then System Tools, and then click on Internet Explorer (No Add-ons). This will open an internet window which does not have any add-ons such as Yahoo or Google tool bars.
3. Use this internet window to go to www.ntreis.net, click NTREIS Listings and login with your usual user name and password. Then click the Tax icon to access NTREIS Tax. If you CAN get to NTREIS Tax in this window without add-ons, then it is likely you have a Yahoo, Google, or other type of add-on which is interfering with your access to NTREIS Tax.



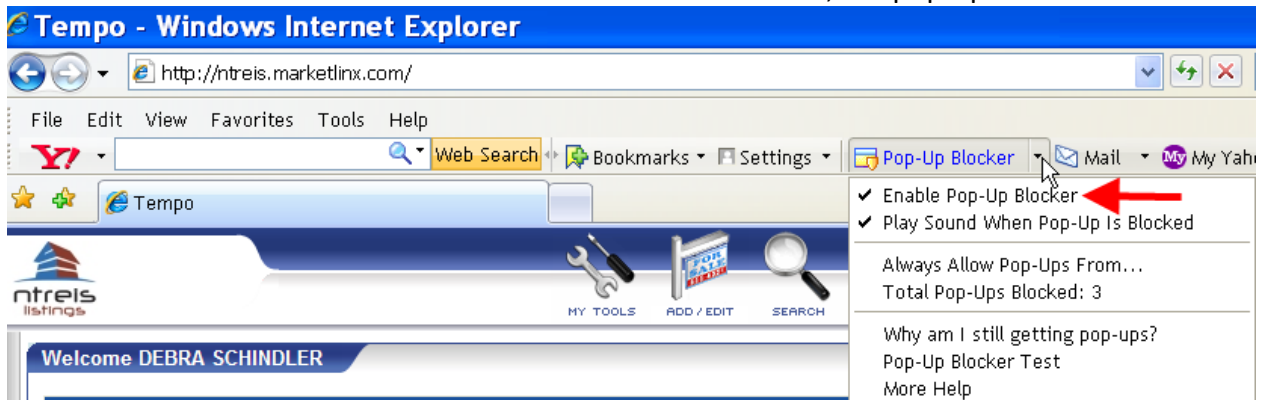
Yahoo Toolbar Pop-up Blocker

Check to see if you have a Yahoo Toolbar:

1. You may see a Yahoo Toolbar in an open IE Window such as NTREIS Listings.
2. You might have a Yahoo Toolbar and not see it. To check to see if you have a Yahoo Tool bar, open an IE Window such as NTREIS Listings and Right Click on a blank space. If you see an option for Yahoo Toolbar, click that option and the Yahoo Toolbar will show.



3. Click on the Pop-Up Blocker button on the Yahoo Toolbar, then the Enable Pop-Up Blocker to remove the checkmark from this selection. When the checkmark is removed, the pop-up blocker is disabled.

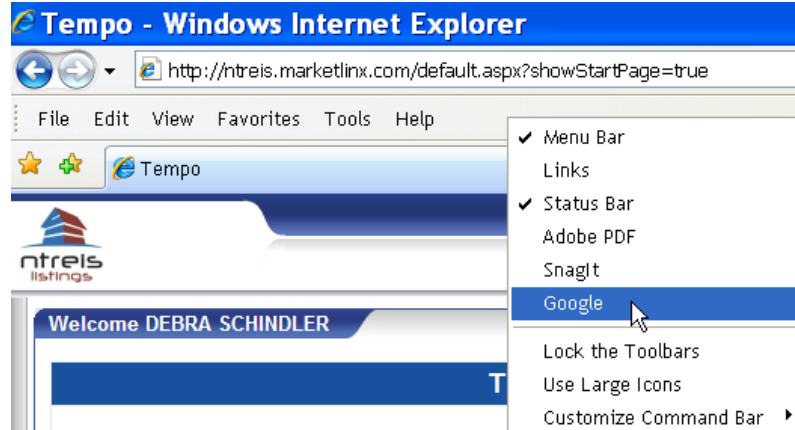


4. You may also choose to remove the Yahoo Toolbar from your computer
 - a. Click on Start, then click on Control Panel, then click Add/Remove Programs
 - b. Scroll through the list and click on Yahoo Toolbar. Click Remove, and then click Yes to Uninstall.

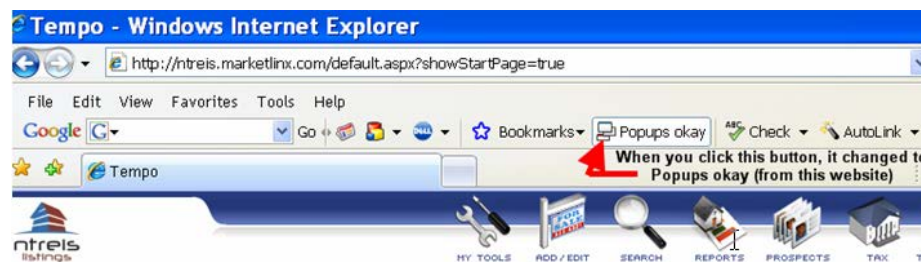
Google Toolbar Pop-up Blocker

Check to see if you have a Google Toolbar:

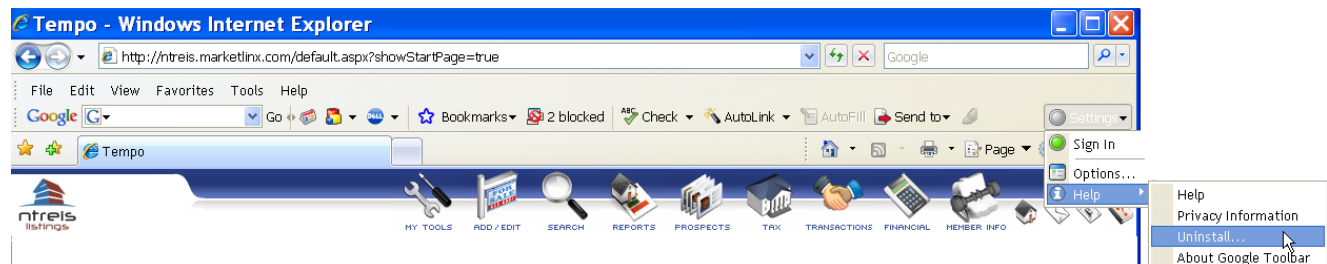
1. You may see a Google Toolbar in an open IE Window such as NTREIS Listings.
2. You might have a Google Toolbar and not see it. To check to see if you have a Google Toolbar, open an IE Window such as NTREIS Listings and Right Click on a blank space. If you see an option for Google Toolbar, click that option and the Google Toolbar will show.



3. When logged into NTREIS Listings, click on the Pop-Up Blocker button on the Google Toolbar to allow Pop-ups from this website.



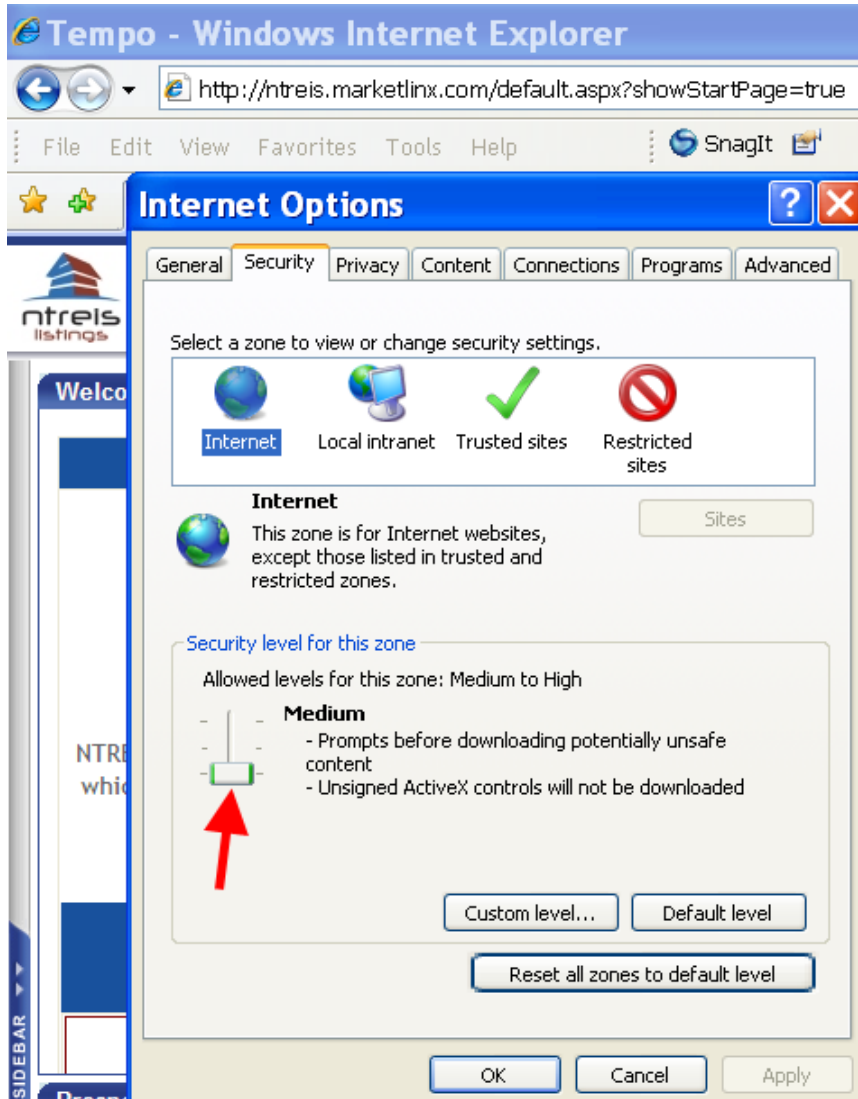
4. To uninstall the Google toolbar click on the Settings button on the Google Toolbar, hover on Help, then click Uninstall and follow the directions to uninstall.



Need more help? Contact your Association/MLS Provider for training.

Some other things to check when access to NTREIS Tax is blocked

1. Check security level by clicking on Tools, Internet Options, then click on the Security Tab. Medium is the optimum level. Higher levels may interfere with access to NTREIS Tax. Drag the bar to change the level, and then click OK.



2. Ensure Session Cookies are allowed by clicking Tools, Internet Options, then on the Privacy Tab click the Advanced button. On the window that opens, mark the boxes as follows:

- ✓ Override automatic cookie handling
- ✓ First-Party Cookies Accept
- ✓ Third-party Cookies Block
- ✓ Always allow session cookies

