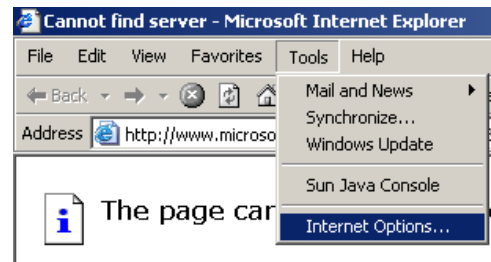


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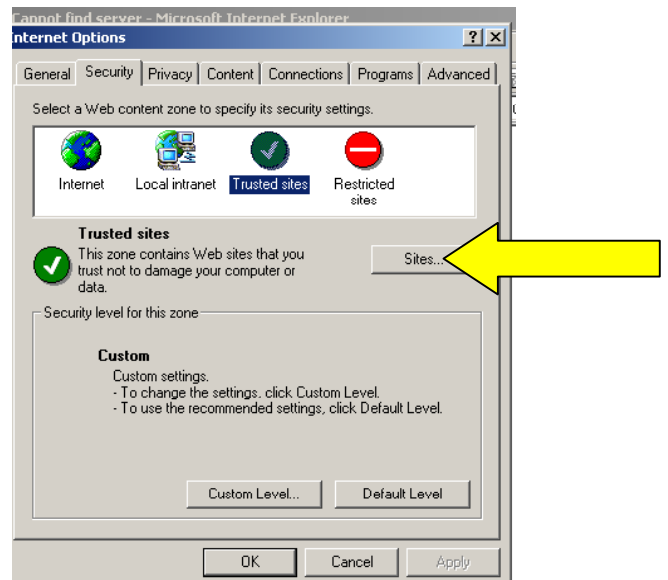
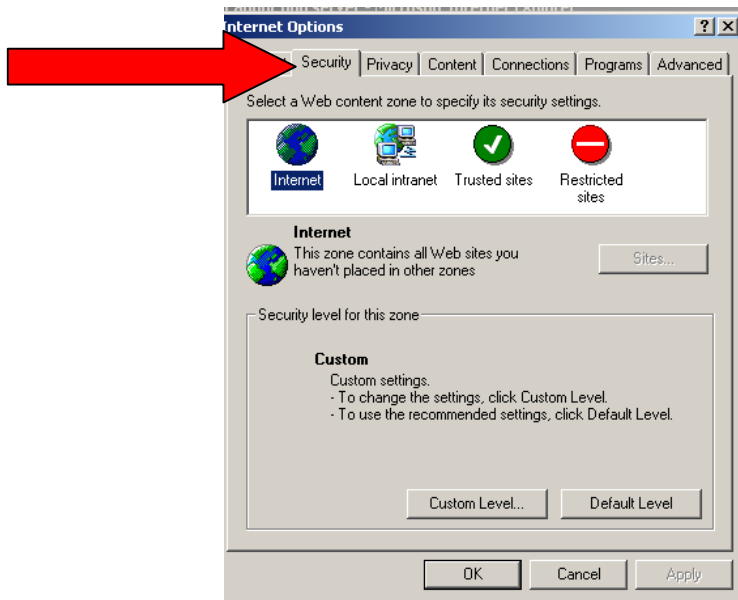
Troubleshooting for Patrons at Home

For patrons who are trying to access Digital Sanborn Maps from home and are unable to, have them try the steps below:

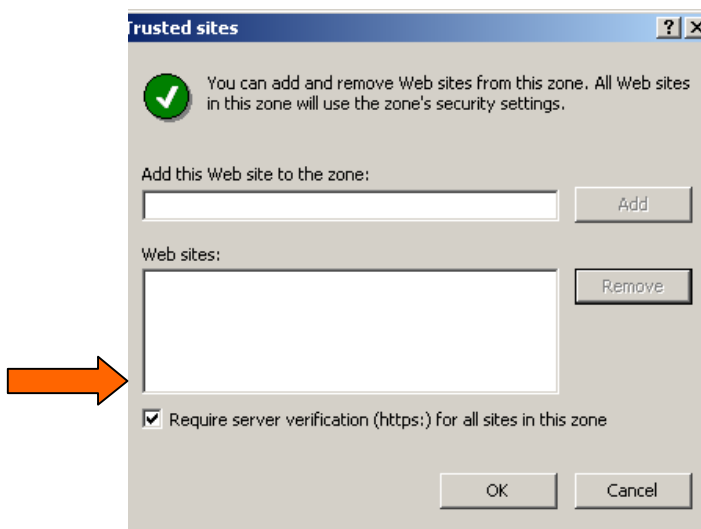
1. From Internet Explorer, go to **Tools** and click on **Internet Options** (right).
2. Click on the **Security Tab** (red arrow) at the top and then click on **Trusted Sites**, located where the green checkmark is.



3. Once the green checkmark has been clicked, the link for **Sites** will become clickable (yellow arrow). Click **Sites**.



4. You should now have the following in front of you:



5. Uncheck the checkmark for **"Require server verification for all sites in this zone"** (orange arrow).

6. In the box, **"Add this Web Site to the zone"**, add:

<http://www.medinalibrary.org> and click **Add**.

Also add:

<http://www.umi.com> and click **Add**.

Also add:

<http://www.leewhedon.org> and click **Add**.

7. Click OK and you should now be able to open

Digital Sanborn Maps with no problem. Be sure to disengage all pop-up blockers and firewalls to ensure access to this site.