

BIBLIOSTAT COLLECT: TROUBLESHOOTING TIPS

The Bibliostat Help Desk Phone Number for Troubleshooting Access/Technology Issues is: 1-866-785-9935.

Verify that the library is using the correct URL: collect.informata.com

Verify that the library is using the correct Username/Password.

Verify that the library is using Internet Explorer as the browser. (No other browser can be used; for example, Firefox.)

For a library that tried to access the survey once and then was unable to login:

- Turn-off pop-up blockers
- Delete Temporary Internet Files, instructions vary slightly depending on which Internet Explorer version is in use [Click on Tools, then Internet Options, the General tab appears, click on delete in Browning History, then Temporary Internet Files (select Delete)]
- Close Internet Explorer
- Re-open Internet Explorer
- Try to login again holding down the CTRL key and clicking on the login button (There may be other pop-up blockers that reside in the anti-virus software or the Google toolbar; therefore, holding down the CTRL key should override them.)

To temporarily turn off pop-up blockers in Internet Explorer: select Tools, then Pop-up Blocker, then turn-off or turn-on.

If the CTRL key (to by-pass pop-up blockers) was used to access the survey, then the CTRL key will need to be used to pull up the PDF report for printing.

Anti-virus software (for example, Norton, McAfee) needs to be temporarily disabled to allow access.

To print the survey, a library must have Adobe version 6 or above to enable the print functionality.

If a library is using Internet Explorer 7.0, the keys (Back, Next, Update) at the bottom of the screen may not fully appear. In order for them to display completely, press the F11 key. Once pressed, it will work for every page during that session. When a library logs out and then comes back, the F11 key will need to be utilized again for full display of those function buttons.

(Originally prepared by Baker & Taylor/Bibliostat; Updated and Revised by Ron Winner 4/28/2008)