



# SCHEDULE STAR

## USA TODAY SPORTS

### Troubleshooting Portal Registration

#### FREQUENTLY ASKED QUESTIONS:

#### **“I clicked on the Sport drop down and nothing happens! What am I doing wrong?”**

- This is caused by a pop-up blocker that with most browsers are set as a default to be turned on. You will need to turn off your pop-up blocker to use this feature.

#### **“How do I turn off the popup blocker?”**

- The process is different for each browser. Please see instructions below for turning off the pop-up blockers for the browser you use.
  - **INTERNET EXPLORER:** Click on Tools, then click on Pop-Up Blocker, then click Turn off Pop-up blocker
  - **FIRE FOX:** Click on Tools, Options, Content, uncheck “Block pop-up windows”
  - **GOOGLE:** If a pop-up has been blocked, you will see a small page icon with an X on it appear in your address bar. Click the icon to see the list of the blocked pop-ups, click the link for the pop-up window that you would like to see, then choose “Always show pop-ups from site”
  - **SAFARI:** Click on Safari, uncheck “Block pop-up windows”

#### **“I have turned off my browser’s pop-up blocker but I am still having issues registering.”**

- Most likely you have an “add on” toolbar such as “Ask” “Yahoo” or “Google”. Although “add on” toolbars can be helpful, they place additional restrictions on your ability to successfully use certain features available to you on various web pages. You have a couple options.
  - You can disable the “add on” toolbar.
  - You can change the toolbar setting to allow pop-ups for our website.

Have additional questions about registering? Contact us!

Email: [support@ScheduleStar.com](mailto:support@ScheduleStar.com)

Phone: 800-258-8550

Live Chat: <http://www.schedulestar.com/smartbox.cfm>