

*Disclaimer: Any changes to your browser's security settings can potentially make your computer more vulnerable to third-party intrusion, theft, damage or unwanted viewing of confidential information and damage to important software programs. WV Northern Community College is not liable for any damages you may experience as a result of any changes you make to your Internet browser settings, including but not limited to, special, indirect, incidental, or consequential damages.*

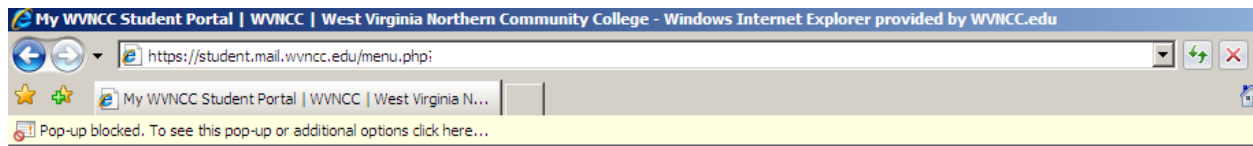
## FAQs

**Q: How do I set up my computer to be able to connect to Northern on the Web (N.O.W.)?**

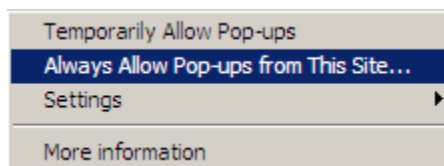
**A: In order for the Northern on the Web single sign on button to work, you must allow pop-ups. Depending on which browser you use, the procedure to allow pop-ups will be as follows:**

### Internet Explorer

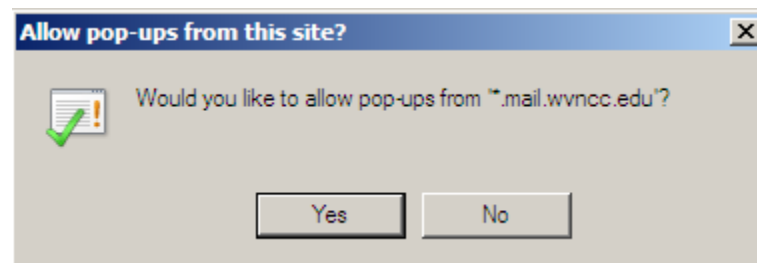
1. In Internet Explorer, when a pop-up window is blocked a yellow information bar is displayed at the top of the browser window alerting the user



2. To allow pop-ups, you must left click the yellow information bar and select 'Always Allow Pop-ups from This Site'



3. Finally, click 'Yes' on the confirmation dialog

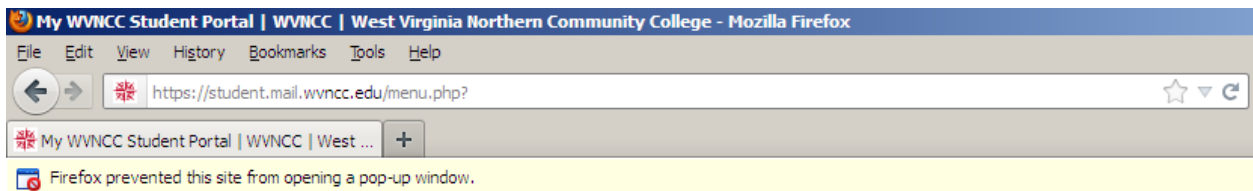


4. Log out/in again to allow the pop-up to display

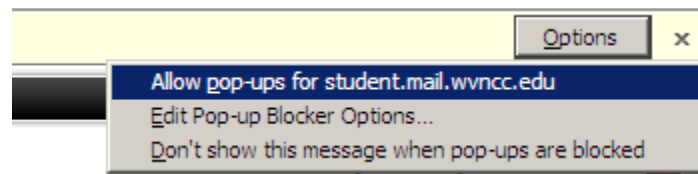
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## Mozilla Firefox

1. In Mozilla Firefox, when a pop-up window is blocked a yellow information bar displays at the top of the browser window alerting the user



2. To allow pop-ups, you must left click the **Options** button on the yellow information bar and select 'Allow pop-ups for student.mail.wvcc.edu'



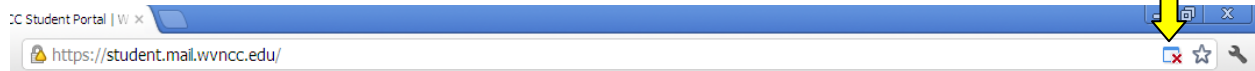
3. Log out/in again to allow the pop-up to display

**\*\*Instructions for Google Chrome on next page\*\***

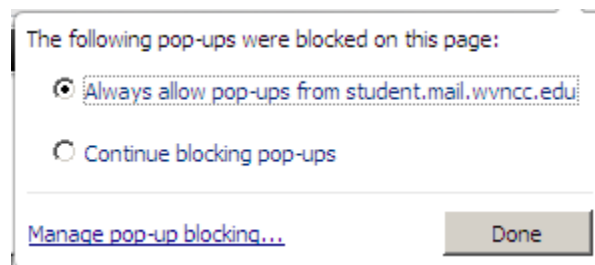
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## Google Chrome

1. In Google Chrome, the warning is more subtle. A icon displays on the address bar of the browser alerting the user that a pop-up was blocked



2. Left click the notification icon, and select 'Always allow pop-ups from student.mail.wvnc.edu'



3. Click Done, and then log out/in again to allow the pop-up to display