

## What can I do if the HeritageQuest database is not working

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This procedure is for Internet Explorer but if you use another browser the sequence will be similar.

First, disable all your firewalls if you have any. [Click Here](#) for firewall information from Heritage Quest

1. Pull down the Tools menu
2. Choose Internet Options
3. Select the Privacy tab
4. Click on Sites
5. In the space allowed for web page addresses type in heritagequestonline.com.  
Don't type in http:// or www
6. Click allow

Still not gaining access? Call Heritage Quest Support 1-800-521-0600