

FAQ: ProQuest ABI/Inform

I received a “not authorized to use” error message.

Certain firewall settings can prevent access to third-party databases. Please check with your network administrator or IT department, if applicable, or your PC for a firewall program. Click here for solutions to different firewall programs: <http://beta.hillsearch.org/documents/firewalls.pdf>.

If you do not have a firewall installed on your network or computer, please check for cookie management software. Click here for a solution for Cookie Cop software: <http://beta.hillsearch.org/documents/cookies.pdf>.

I was prompted for a username or barcode and password.

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If you encounter technical issues, browse the Help topics for solutions or contact the Hill Library. Call (877) 700-4455, (651) 265-5500, or fill out a [feedback form](#).

- If you contact us, please provide as much information as possible:
 - Which database or Web page is generating the problem?
 - What kind of an error message are you receiving?
 - Which operating system are you using (Windows XP, Windows Vista, Mac OSX)?
 - Which browser are you using (Internet Explorer, Firefox, etc.)?
 - What kind of an Internet connection are you using (dial-up, Cable, DSL, etc.)?
 - Do you have any network or PC firewalls?
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