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## Content Advisor FAQ

### Content Advisor is missing or invalid

- Click with the right mouse button on the icon labeled THE INTERNET.
- Click on the Security tab.
- Click on the SETTINGS Button in the CONTENT ADVISOR section.
- You will be prompted for a password. If you chose one, enter it and click OK, if not, leave it blank and click OK.
- For each of the options, Language, Nudity, Sex and Violence, move the slider bar away from its original setting and back to that setting again.
- After all four have been changed, click APPLY and then OK.
- Click OK on the properties dialogue.
- When IE is run again, it will not give you the content advisor message.

### Content advisor won't allow you to see the site

If you are in Internet Explorer and have content advisor turned on then when you try to access a site that has not been rated, sometimes you will be prompted for a password or be told that content advisor will not allow you to see the site.

This can be fixed by the following.

- Click on the View menu in Internet Explorer.
- Click on Options.
- Click on the Security Tab.
- Click on the Settings button.
- You will be prompted for a password. If you remember entering a password for IE, enter it here, if you didn't, just click OK leaving the password blank. If it doesn't let you proceed to the content advisor screen, see the final fix.
- Once in the content advisor screen, click on the general tab along the top of the window. Insert a tick in the "Users can see sites which have no rating" option.
- Click OK.
- Click OK on the next window.
- Now try and refresh the page.

Content advisor will allow it to open.

**Content Advisor prompts you for a password that you have not entered, or cannot recall entering**

**NOTE:** Before editing the Registry, it is always advisable to back your Registry settings up before editing.

- Click on the Start button.
- Click Run
- Type Regedit and click OK.
- Click on the Hkey\_Local\_Machine folder.
- Click on the software folder.
- Click on the Microsoft folder.
- Click on the windows folder.
- Click on the current version folder.
- Click on the policies folder.
- Click on the ratings folder.
- Highlight "key" in right window and delete.
- Click on the file menu and choose exit.
- Restart the computer.
- When restarts go to Properties on IE again.
- Select the security tab.
- Click on disable ratings.
- Click on OK without entering anything when prompted for a password.
- Click on OK when warned that Content Advisor has been disabled.