
If you are having trouble with GED Online on Microsoft's Vista Operating System, please follow this guide, provided by our Tech Support staff:

The GED Online program will run on Internet Explorer 7 after you install a patch our developer created. Please click on [this link](http://www.mhcontemporary.com/webfiles/techsup/GEDOLIE7Patch.exe)

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Once you click on the link a File Download window will open that will ask if you want to Open, Save, Cancel or Get Info. Click on OPEN (or it might say Run). The installation of the patch should begin automatically. When it is finished then start the GED Online program by clicking on Start, Programs, MHC Interactive, GED Online and GED Online.

Something else Windows Vista comes with is Protection Mode. In order for GED Online to work while Protection Mode is turned on our website must be added to your list of Trusted Sites. Here are those instructions.

1. Once you are logged into the GED Online program, look in the Address window. Here you will see the address of our website, click once to highlight web address.
2. Click on Edit and then Copy.
3. Click on Tools (Or Alt+T) and select Internet Options.
4. Click on the Security tab.
5. Under "Select a zone to view or change..." click on **Trusted sites**.
6. Click on the Sites button.



7. To add our website address (the one we had you copy in step 2) do a RIGHT mouse click in the box "Add this Web site to the zone:" then click Paste. Now the website address you copied in step 2 should appear in the box.
8. Click the Add button and then click the OK button.
9. Click OK until all the windows are closed and then exit the internet.
10. Now try the GED Online program again by clicking on Start, Programs, MHC Interactive, GED Online and click GED Online. You will get the message that Authorware is loading.
11. Enter your Login ID and Password and click the Submit button.
12. Click the Launch GED button.