

HELP DOCUMENT



Website Navigation

Issue:

Main (top) navigation bar and dropdowns not linking

The staff of vancouver2010.com have identified a possible conflict between the script used in the website's top navigation system (including dropdowns) and some Internet security software applications.

Systems affected:

Systems using some Internet security software products, including but not limited to:

- Norton Internet Security™

Manifestation:

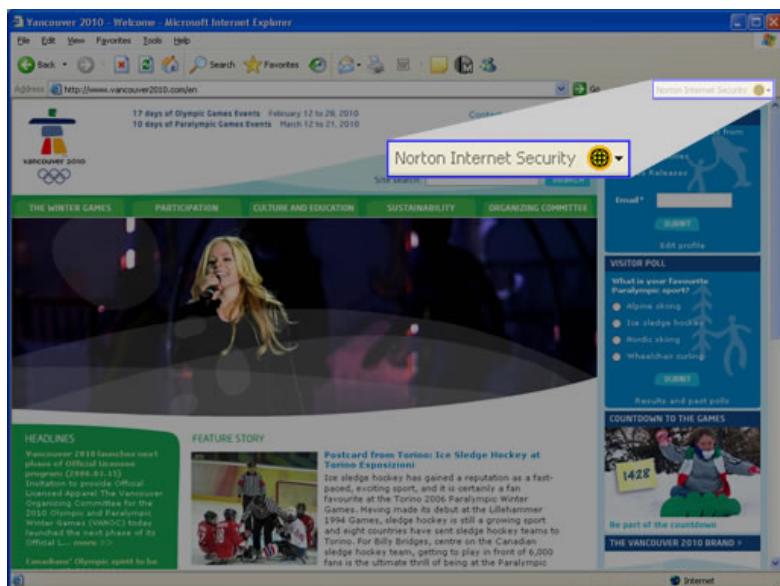
When rolling over navigation items in the top navigation bar, the navigation buttons are not linked (clickable) nor are options in the dropdown menu below them.

Solution:

The following solution is specific to Norton Internet Security, but similar programs should offer a similar path to resolution.

Step 1:

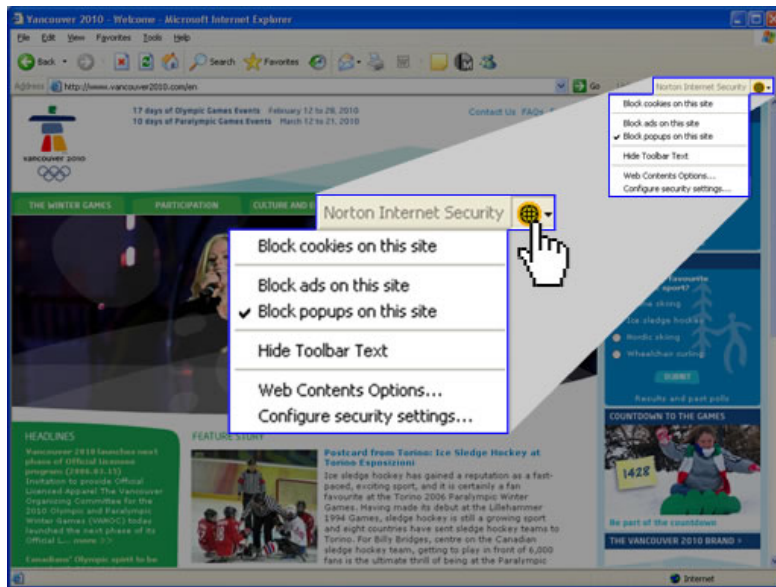
Click on the Norton Internet Security icon in the browser header.



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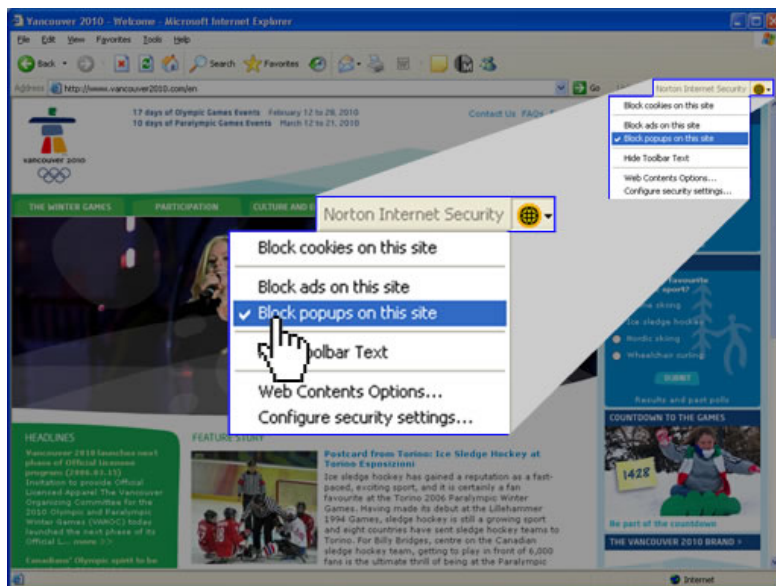
Step 2:

Check to see whether or not pop-ups are blocked for the site.



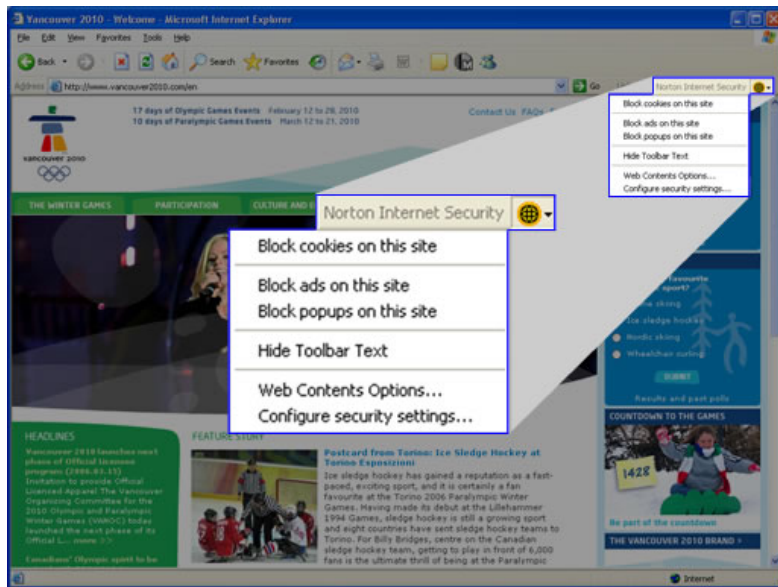
Step 3:

Deselect "Block pop-ups on this site."



Complete:

You should now be able to use the site's top navigation system as intended.



For further questions or comments about this issue, please contact info@vancouver2010.com.