Troubleshooting D&B Hoovers Access

← → C	overs-dnb-com.prd2.ezproxy-prod.hbs.edu/s	earch/company?	6 \$	📆 🔁 🗯 🔲 🚺	Update 🚦	
M Gmail 📷 myHBS 💡 Maps 🚦	🐈 Workspaces Slack 🛛 🐺 HUIT Tickets 🛛 🔆 Bi	enefit Strategies 🎙	Safety and Mainten	🐯 HBS IT Status	*	
D&B Hoovers …			Search for Comp	oanies Q 🥐		
FILTER CATEGORIES				02028 User rolling.users@dnbhoovers.com		
Location	Companies			User Preferences		
Company Size	0 Results	Clear All	Find Filter	Logout		
Industries	Location					
Company Identifiers						
Company Type	City U	State or Province (Subdivision 1)				
Corporate Family	Enter City Name		Enter State or P	Province		
Advanced Financials	Country/Region		Postal/Zip Code	0		
Advanced Insights	Enter Country/Region		Enter Postal/Zip	o Code(s)	Add	
UCC Filings			Upload a List of P	Postal Codes (500 Max)	0	

Note: After you have successfully accessed the database, try to remember to log out of D&B Hoovers:

Accessing Hoovers using Chrome:

- 1. Clear your cache in Chrome:
 - 1. With "More tools", choose "Clear browsing data..."



2. Then try clearing browser data during "last hour" or "last 24 hours".

Clear brows	sing data	
	Basic	Advanced
Time range Browsi Clears Cookie Signs y Cachee Frees t	Last hour Last hour Last 24 hours Last 24 yays Last 4 weeks Ail time is and ourse site out you out of most sites. d images and files up less than 243 MB. Some	e sites may load more slowly on your next
visit. G Search Accou	n <u>history</u> and <u>other forms o</u> int when you're signed in. Y	<u>f activity</u> may be saved in your Google 'ou can delete them anytime. Cancel Clear data

- 2. Open <u>D&B Hoovers page</u> in incognito/private window.
- 3. You will reach an error page. Go to the URL in the Chrome browser, and **remove /crossAuth** from the end of the URL and press enter:

https://app-hoovers-dnb-com.prd2.ezproxy-prod.hbs.edu/cross/uth

Accessing Hoovers using Firefox:

 Go into Firefox Settings > Privacy & Security > Cookies and Site Data > Manage Data and search cookies for "hoovers", "dnb" and "hbs".



The following websites store cookies and site data on your computer. Firefox keeps data from websites with persistent storage until you delete it, and deletes data from websites with non-persistent storage as space is needed.

				8
Site	Cookies	Storage	 Last Used 	ł
hbs.edu	24	49.0 KB	3 minutes	ago
<u>R</u> emove Selected	R <u>e</u> move All Shown			
			S <u>a</u> ve Changes	Cancel

 After you save changes, go into "Manage Exceptions" and add two websites to "Allow for Session" for <u>https://app-hoovers-dnb-com.prd1.ezproxy-prod.hbs.edu</u> and for <u>https://app-hoovers-dnbcom.prd2.ezproxy-prod.hbs.edu</u>; then "Save Changes".

Exceptions - Cookies and Site Data							×	
You can specify which wh	websites are alway e site you want to	s or neve manage	er allowe and the	ed to use n click Bl	cookies and s ock, Allow for	ite dat Sessio	a. Type n, or	^
A <u>d</u> dress of website								
		Bloc	ck	Allow f	or <u>S</u> ession	<u>A</u> I	llow	
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https://app-hoovers-dnb-com.prd1.ezproxy-prod.hbs.edu Allow for Session					on			
https://app-hoovers-dnb-com.prd2.ezproxy-prod.hbs.edu Allow for Session					on			
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<u>R</u> emove Website	R <u>e</u> move All We	bsites						
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