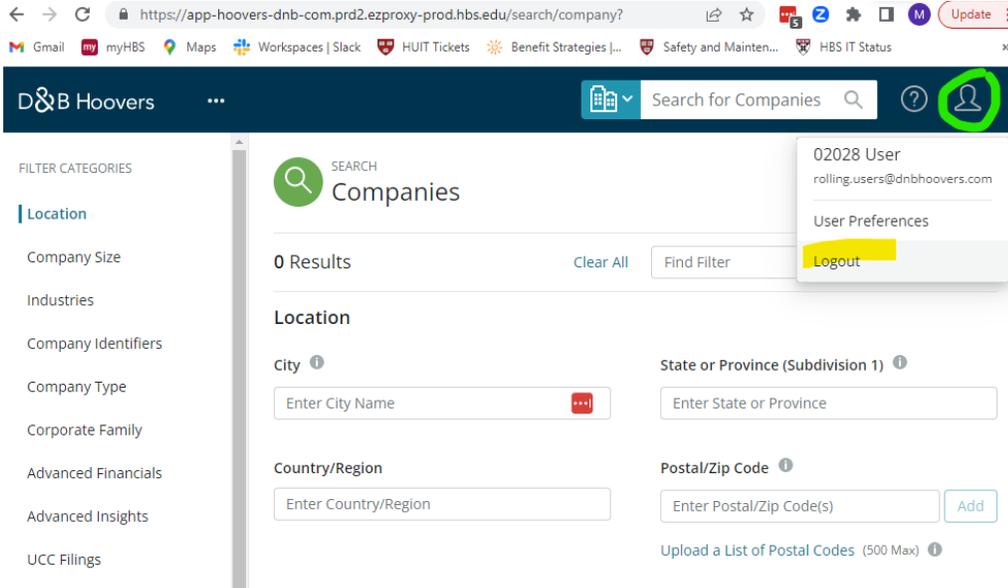


Troubleshooting D&B Hoovers Access

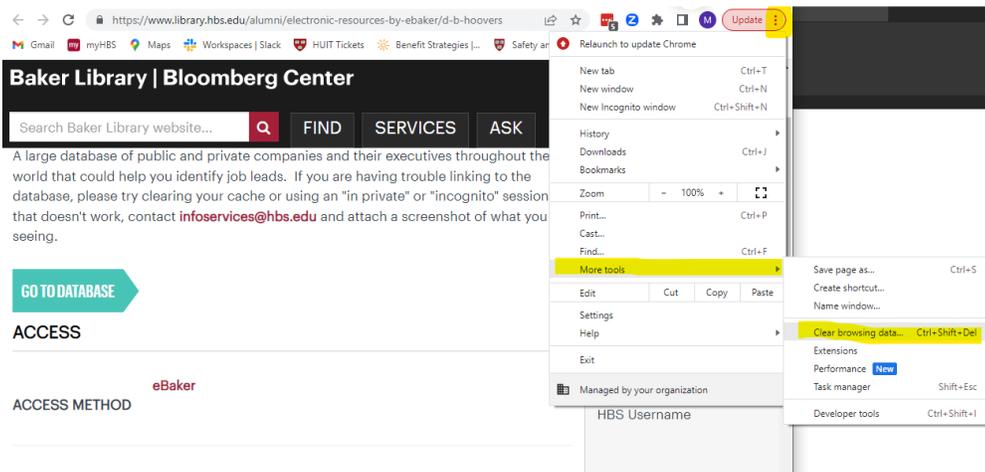
Note: After you have successfully accessed the database, try to **remember to log out** of D&B Hoovers:



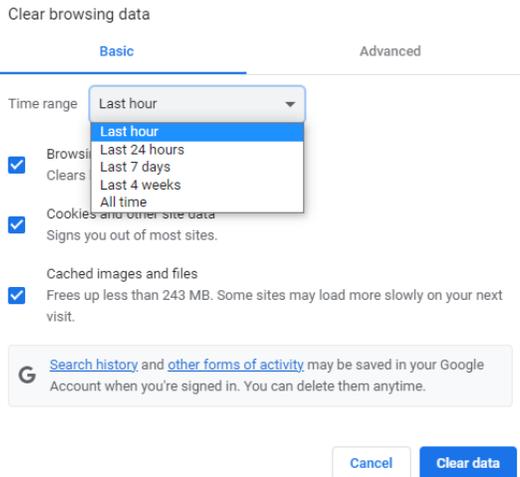
Accessing Hoovers using Chrome:

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”.

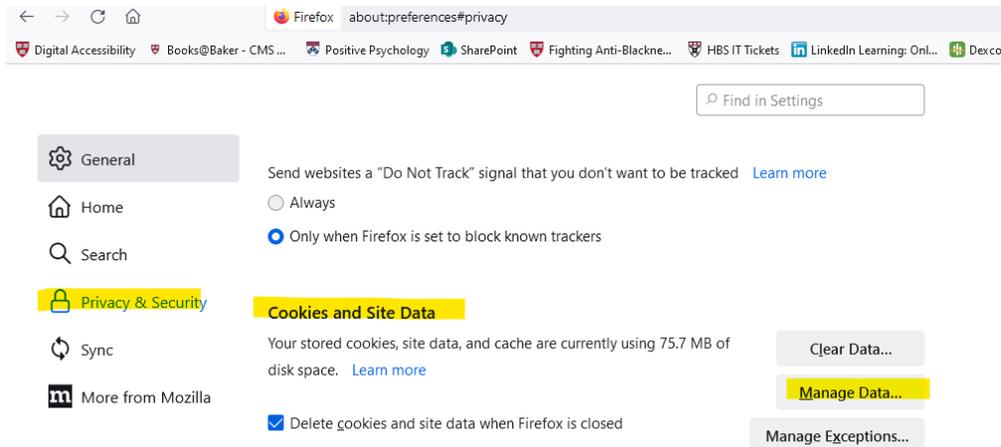


2. Open [D&B Hoovers page](#) in incognito/private window.
3. You will reach an error page. Go to the URL in the Chrome browser, and **remove /crossAuth** from the end of the URL and press enter:

<https://app-hoovers-dnb-com.prd2.ezproxy-prod.hbs.edu/crossAuth>

Accessing Hoovers using Firefox:

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



Manage Cookies and Site Data



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.

Site	Cookies	Storage	Last Used
hbs.edu	24	49.0 KB	3 minutes ago

Remove Selected Remove All Shown

Save Changes Cancel

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

Exceptions - Cookies and Site Data

You can specify which websites are always or never allowed to use cookies and site data. Type the exact address of the site you want to manage and then click Block, Allow for Session, or Allow.

Address of website

Block Allow for Session Allow

Website	Status
https://app-hoovers-dnb-com.prd1.ezproxy-prod.hbs.edu	Allow for Session
https://app-hoovers-dnb-com.prd2.ezproxy-prod.hbs.edu	Allow for Session

Remove Website Remove All Websites

Save Changes Cancel