

Albert Wisner Public Library Website Access Issues

Several patrons have encountered a problem visiting the Library's website after searching online for the Library's website, and are concerned that there is a problem with the website.

The AWPL website itself is safe and secure. Rather, the cause of the problem is probably a "browser hijacker," a common form of malware on the user's own device (be it a cell phone, iPad, Kindle, laptop or desktop computer.) Browser hijackers redirect a search to a different (unintended) website or display some kind of unwanted advertisement.

To **avoid** this problem, do not use the Google, MSN, Bing, Yahoo, AOL or other search bar to reach the Library's website. It's not necessary.

Instead, simply type albertwisnerlibrary.org directly into the address bar at the top of your screen. If you must use a search bar (for instance, on your cell phone), type the Library's full Web address ("URL"): **albertwisnerlibrary.org**. Your device will "memorize" that URL so that in future, when you begin typing *albert...*, the URL will automatically pop up and you can select that destination.

To **remove** a browser hijacker, try consulting one of the following resources for instructions to remove malware. You may have to remove the malware from each of the devices you use regularly (i.e., cell phone, iPad or Kindle, laptop, desktop.)

<https://malwaretips.com/blogs/remove-browser-redirect-virus/>

<https://www.youtube.com/watch?v=mFQesz7wNns>

Alternately, consider consulting [The Computer Guy](#), a full-service computer sales and support store, at 2 Overlook Drive in Warwick; (845) 988-0708. The Computer Guy is open Monday-Saturday from 9am-5pm.