Frequently Asked Questions about the New Order Form
(If your question isn’t answered here, please use the link at the bottom of the page to send it to us.)

- **I clicked “Verify” or “Preview” and nothing happened.** This is typically caused by a quirk in new versions of Internet Explorer. To fix:
  - In Internet Explorer, open the order form.
  - In the Internet Explorer menu, click “Tools”, then “Compatibility View Settings”.
  - A new window should pop up.
  - “Superior-Data.com” should be in the “Add this website” box.
  - Click “Add”
  - Click “Close”
  - Close IE, then reopen it. Our site should work correctly now.

- **I can’t find the property I am looking for. What should I do?** Most of the time, this is caused by providing a name or street whose spelling doesn’t exactly match the spelling in our database (“DeKalb” and “De Kalb” return different candidates). The easiest solution is to search with less criteria, then scroll through the candidate list to find your property. For example, if you suspect the street name may be a problem, just try the county and the house number. You’ll get more candidates, but you can overcome the spelling issue.

- **I’ve tried all that and still cannot verify the property. What now?** While it isn’t desirable, you can always submit the order without verifying and our staff will handle it. Also, please help us improve our search logic by taking a second to click the support link at the bottom of this page and send over the particulars so we can investigate.

- **The website isn’t remembering my name and email address from session to session. What is wrong?** Internet Explorer’s default installation disables cookies, which are required to allow your computer to remember website data from session to session. You need to enable cookies in order to have your information remembered. To do this, click the “Settings” gear at the upper right corner of the browser:

Questions or comments? Click [here](#).
This opens a menu. Click “Internet Options” and then the “Privacy” tab.

Questions or comments? Click here.
Click the “Advanced” button. This window appears:

![Advanced Privacy Settings window]

Check the “Override automatic cookie handling” checkbox. The window should look like this:

![Advanced Privacy Settings window with checkbox checked]

Click OK, and keep clicking OK until all the windows are closed. Close Internet Explorer and reopen. Your personal information should be saved the next time you place an order.

- **What else?**