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The Redesigned NCRonline.org

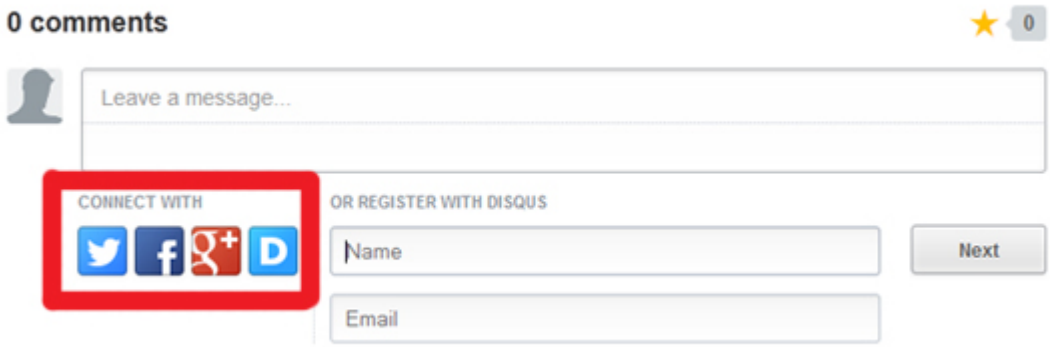
NCR Staff | Oct. 9, 2012 NCR Today

Please browse this page for tutorials and Frequently Asked Questions about our new website.

With all change comes some questions. If the Frequently Asked Questions below don't solve your issue, our customer service department is here to help at 1-800-333-7373 or submit your question through our online support form [1]. If you are having issues with the visual display of the site, please include a screen shot and the name of your browser to help us troubleshoot. Thank you.

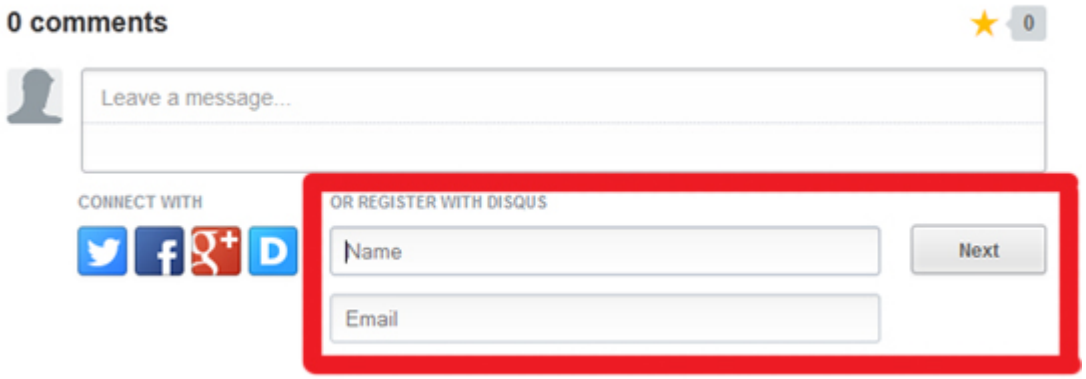
If you're having trouble logging in to comment:

If you already have an account with Disqus or if you wish to comment using an existing Twitter, Facebook or Google Plus account:



1. Be sure you are logging in using the icons shown above. To log in using a Disqus account, click the blue D icon.
2. Follow the instructions in the pop-up window to sign in. (If you don't see a pop-up window after clicking an icon, you may have a pop-up display disabled as a setting on your browser. Learn more [2])
To learn more about logging in and commenting, watch this brief video tutorial [3].

If you wish to create an account in Disqus:



1. Enter your information in the fields as shown above. Click "Next" to create your account and start commenting.

Video Tutorial: How to set up a Disqus account

This brief video will show you how to create an account with Disqus so you can comment on NCR's website.

Video Tutorial: How to comment

This brief video will show you how to comment on NCR articles and how to use some of the commenting features.

Online ads

The advertisements on our website help support our mission while providing relevant information to our readers. Typical advertisements include: vocation opportunities, retreats, degree programs, books and religious products. Following are examples of the types of ads that appear on NCRonline.org.

If you see ads that are objectionable in content, it's likely the result of malicious software on your computer or installed as a plugin to your internet browser. These systems change our ads to their own ads. ZoomEx is one browser extension that can cause this sort of thing to happen. Learn about ZoomEx [4] and how to remove the program. Certain Coupon tools can also cause this.

If you don't see a program like ZoomEx on your computer when following the instructions in the above article, run a full scan with your antivirus software, and/or download and run one of these free, reputable scanning tools: Ad-Aware [5], MalwareBytes [6] or TrendMicro HouseCall [7]. Each has instructions on how to install and run a scan.

Frequently Asked Questions

Is access to NCRonline.org free?
You can access all the content on NCRonline.org for free. In fact, we are one of the most-visited Catholic news websites. We encourage you to read NCRonline.org often and share our content with your friends and family.

Is NCRonline.org is the online version of the paper?
No. Some of the content from the print edition of NCR appears on NCRonline.org. Certain stories, including content from our special sections and reader letters, are not available online. The only way to ensure you are receiving all of our content is to subscribe to NCR [8]. In 2013 we will launch an online-only version of the newspaper. More information will follow.

COMMENTS:

Where are the old comments?
With the launch of our new comments system, old comments submitted prior to the redesign are gone. We offer comments as an opportunity for productive discourse on important issues, and aim to create an environment of respect. Please refer to our User Guidelines [9] for more information.

How do I comment on an article?
You will need to create an account with Disqus at disqus.com/profile/signup/ [10]. You can register your Twitter or Google account or create a new account using an email address. Once you have created your Disqus account, you can comment on articles at NCRonline.org.

Simply type your comment and click the Disqus icon to log in. When you're logged in, click the "Post" button to post your comment.

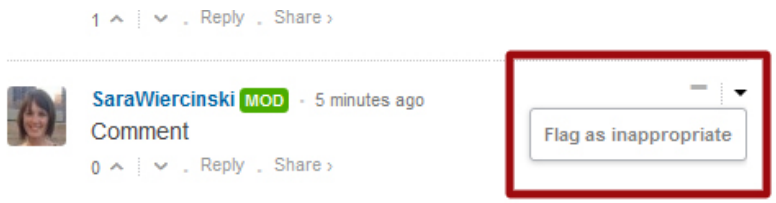
See the tutorial above for step-by-step instructions.

How do I change my Disqus username?
Log in at disqus.com [10]. In the "Accounts" field, edit your username, password or email address. You can also upload a photo (see "Avatar" tab) to display alongside your comments.

Why am I receiving emails from Disqus?
By default, Disqus sends you an email when someone replies to your comment. To turn off this feature, log in to your account at Disqus.com. At upper right, click "Edit Profile." Click on the "Notifications" tab. Under the "Notifications" heading, click "Disabled" and save your changes.

I am having issues with my Disqus profile.
You will have to work with Disqus for these issues. Visit their help center [11].

How do I report an an inappropriate or offensive comment?



At the top right of each comment, there is a dropdown arrow that appears when your mouse cursor hovers over the comment. Click on this arrow and click "Flag as inappropriate." This will alert our comment moderation team.

How do I hide a comment?
Click the small minus (-) symbol at the top right of each comment. To expand, click the plus (+) symbol.

I can't see comments, and Disqus is telling me I need to upgrade my browser.
You may see a message similar to this in place of the comments:

> Your browser is not currently supported in Disqus. Please use a modern browser.

If you are using Internet Explorer 9, you can correct this by turning off Compatibility View in Internet Explorer. There are steps to do this here: http://windows.microsoft.com/en-US/internet-explorer/products/ie-9/features/compatibility-view [12]. This is a one-time setting, and Internet Explorer will remember this setting when you return to NCRonline.org.

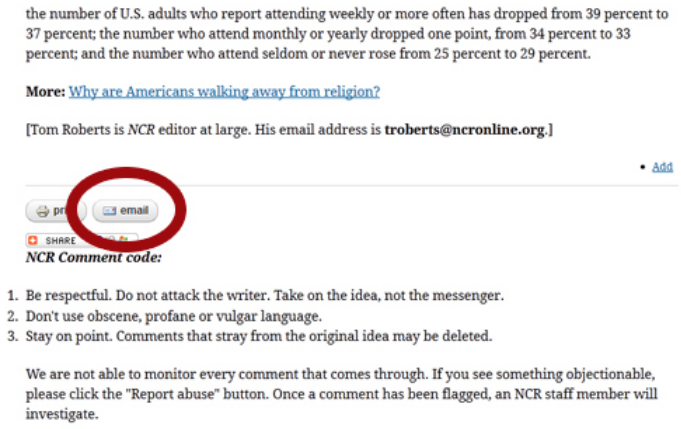
If you are receiving this message and use a different browser, please email us [13].

MISCELLANEOUS:

How do I increase the font size so I can read your articles easier?
Hold down the Control key and the plus (+) key at the same time to zoom.

I receive e-mail alerts from NCRonline.org. Do I need to sign up again?
You will continue to receive the same e-mail alerts as before the redesign. To update your preferences, visit the e-mail alert page [14].

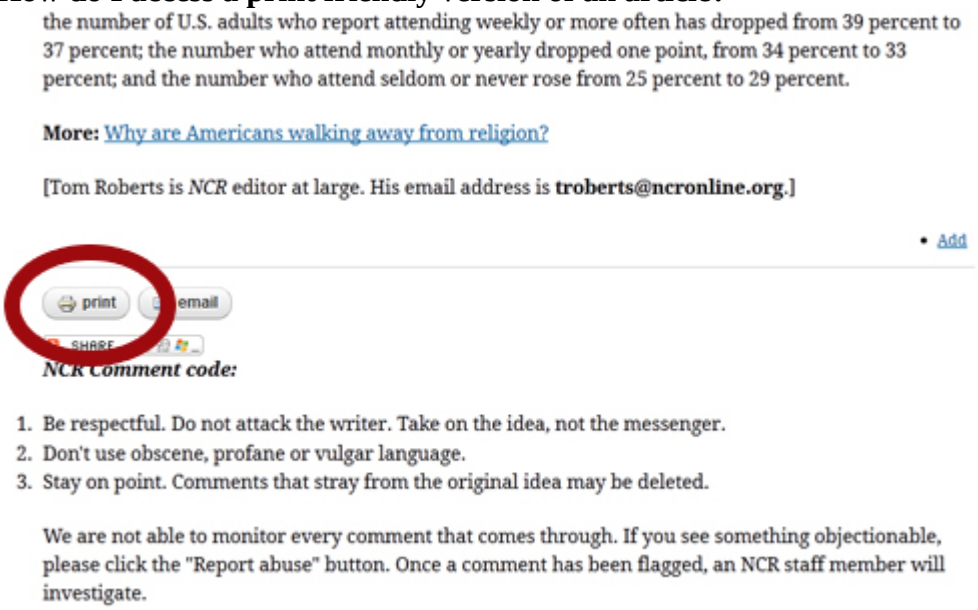
How do I email an article to a friend?



At the end of an article, you will see an "email" button.

Click on this and follow the directions to share NCR articles with friends.

How do I access a print friendly version of an article?


the number of U.S. adults who report attending weekly or more often has dropped from 39 percent to 37 percent; the number who attend monthly or yearly dropped one point, from 34 percent to 33 percent; and the number who attend seldom or never rose from 25 percent to 29 percent.

More: Why are Americans walking away from religion?

[Tom Roberts is *NCR* editor at large. His email address is **troberts@ncronline.org**.]

• Add

print email

SHARE

NCR Comment code:

1. Be respectful. Do not attack the writer. Take on the idea, not the messenger.
2. Don't use obscene, profane or vulgar language.
3. Stay on point. Comments that stray from the original idea may be deleted.

We are not able to monitor every comment that comes through. If you see something objectionable, please click the "Report abuse" button. Once a comment has been flagged, an NCR staff member will investigate.

At the end of the article, you will see a "print" button. Click on this button and you are taken to a version formatted for printing.

Features

Here is what you can expect from the new site:

Improved organization News, blogs, columns--we're making it easier to find what you're looking for. You'll find more news displayed on our homepage. Articles from the NCR print edition will be categorized by issue, making it easy for print subscribers to find online versions of articles.

Improved search We are making use of new search function technology, so the new site will have a faster, more robust search function.

Improve d comments system We are now using Disqus as our commenting system. Disqus allows you to log in with your Facebook, Twitter or Google account (or you can create a new account) and join conversations across multiple sites through a single account. Comment rating, instant posting and hiding comments are other features that will lead to a more fruitful and open discussion.

Most popular features We are an online community of 1.7 million. See what your fellow readers find most interesting. Share stories you like through email or social media.

Improved mobile experience Sixteen percent of you visit this site on smart phones and tablets. Our redesigned site will be optimized for viewing on any size screen, so you can access NCR anywhere.

If you have questions or issues with the site, please contact our customer service department using our online support form [1]. You can also call 1-800-333-7373 (NCR customer service hours: Monday through Friday, 8:30 am to 4 pm central time.)

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[1] http://ncronline.org/contact-us
[2] https://host.softworks.ca/Agate3/blocker/disable-blockers.htm
[3] http://www.youtube.com/watch?v=OB0AbTy7f7k
[4] http://www.pcrisk.com/removal-guides/7014-remove-zoomex-adware
[5] http://www.lavasoft.com/products/ad_aware_free.php
[6] http://www.malwarebytes.org/products/malwarebytes_pro/#features
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[11] http://help.disqus.com/
[12] http://windows.microsoft.com/en-US/internet-explorer/products/ie-9/features/compatibility-view
[13] mailto:redesign@ncronline.org?subject=Browser%20incompatibility
[14] http://ncronlinedev.prod.acquia-sites.com/email-alert-signup