

Support Guide For Login Problems

In order for you login session to be preserved, you will need to enable cookies on your phone or web browser. It also helps to enable Pop-Up windows for this particular site.

Online Help with Login

These instructions are also available by clicking on the Support button on the Homeland Finder support tab or from a link on the Login page.

Login

GeneticHomeland.com Mapping Technology for DNA, Surname & Genealogy Research

YOU MUST LOGIN BEFORE YOU CAN VIEW THIS PAGE.

Registration for GeneticHomeland.com is free and there are no monthly subscription fees. Your initial six queries are free as well. Extended querying of the database does require a small fee on a pay-as-you-go basis. As such, this page is only for registered and authorized users.

Email:

Password: **Login**

If you do not have a user account yet? **Register** for a free account

I am the only user of this computer, Remember me.

Request Diagnostic Time: 3/28/2013 4:01:00 PM

[CAN'T REMEMBER YOUR PASSWORD? CLICK HERE FOR A REMINDER](#)

[TERMS OF USE](#)

HAVING TROUBLE? SEE OUR [SUPPORT GUIDE FOR LOGIN PROBLEMS](#)

Map Options

When all your matches are entered, press the **Search** button and we will attempt to generate a map of the Genetic Homeland for these surnames.

Search

Other Products

Printed Maps
These are not the tired old maps from the tourist shop. These printed maps from Irish Origenes were produced in 2012 and 2013 and compile geographic data for surnames and ancestral locations. For instance, our Castles of Ireland map is a first -of-its-kind representation of the 1,400 Castles in Ireland which are included on Genetic Homeland.com.

Case Studies
[Y-DNA Test with Interpretation and Single Surname](#)
[Advanced Case Study](#)

DNA Case Study

Advanced Case Study

Printed Maps

User Mgt

Support

Example

Screenshot example for Chrome Browser

Support Info

Enable Cookies
In order to sustain security and your user session, we use client and server-side cookies to remember you. If you're having trouble staying logged in, chances are that your browser is not allowing cookies.
[PDF Guide on Login Problems](#)

Chrome
If you are using the Chrome browser, you should *Allow local data to be set*.

1. Click the wrench icon for Options.
2. Select Options toolbar button
3. Click the **Under the Hood**
4. In the **Content Settings** area
5. Check the option for **Allow local data to be set**

If your settings correct and the problem persists, then try clicking the **Log Off** link to clear your browser session and then try logging in again.

Allow Pop-Ups
If your user session expires before you upload canvassing data back to the server, then a separate login page is launched as a pop-up window. Please **ENABLE POP-UPS** from this site. Note that we do not allow pop-up advertising or other nuisance messages from third parties.

Common Support Links

[Change Your Password](#)

[Browser Diagnostics](#)

[Telephone Support 800-991-5726](#)

[Log Off](#)

[Home](#)

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Enable Cookies

In order to sustain security and your user session, we use client and server-side cookies to remember you. If you're having trouble staying logged in, chances are that your browser is not allowing cookies. Below are detailed instructions for changing this setting from a number of types of devices and browsers.

If your settings correct and the problem persists, then try clicking the [Log Off](#) link to clear your browser session and then try logging in again.

iPhone / iPad (Safari)

If you are using iPhone, press the **Home** button, then the **Settings** icon, then **Safari** category, then under the **Security** section, set the **Accept Cookies** control to *From visited*. Illustrations are available at this [article on Mobile Safari](#).

Safari from Mac / PC

If you are using Safari from a Mac or PC, you should set the *Block cookies* item to *third parties and advertisers* or *Never*.

1. Click the *Gear* icon
2. Select the **Preferences** menu item
3. Select the **Privacy** tab (in older version so Safari, this was on the *Security* tab)
4. Set the **Block cookies** item to *third parties and advertisers* or *Never*

Illustrations are available at [this article](#).

Android Phone / Tablet

If you are using a Droid device:

1. launch the *Browser*
2. press the **Menu** button
3. press the **More** option
4. scroll to the **Settings** item and press it
5. scroll down to the **Accept Cookies** option and be sure it is checked.

Illustrations are available at this [article on Android devices](#).

Internet Explorer

If you are using Internet Explorer browser, add our site to the *Trusted Sites* security zone.

1. Click the *gear* icon or selection the Tools menu
2. Select **Internet Options** menu item
3. Select the **Security** tab
4. Select the **Trusted Sites** icon
5. Click on the **Sites** button
6. Our site URL should be in the input box, if so, click on the **Add** button

Illustrations are available at [this article](#).

Chrome

If you are using the Chrome browser, you should *Allow local data to be set*.

1. Click the *wrench* icon for Options.
2. Select **Options** toolbar button
3. Click the **Under the Hood**
4. In the **Content Settings** area
5. Check the option for **Allow local data to be set**

Firefox

If you are using FireFox, please ensure that your device & its browser have enabled cookies & session cookies (aka server cookies) for our site.

1. Select the **Tools** menu item
2. Select the **Options**
3. Select the **Privacy** item at the top
4. In the **History** section, set it to **Remember History**

Illustrations are available at [this article](#).

Other Browsers

Illustrations and instructions for enabling cookies in a variety of browsers are available in [this article](#).