

INSTRUCTIONS FOR **REMOTE ACCESS** to LIBRARY ONLINE DATABASES and JOURNALS

This information is for **currently registered** Adelphi students who wish to achieve remote (home) access to the Library's Research Databases and Electronic Journals. If, after reviewing the instructions, you have any questions or problems, send an email with your user information and specific details about the problem you are having to access@adelphi.edu.

Are you an alumnus? Please see <http://libraries.adelphi.edu/journal/alumnidb.php> for alumni access information.

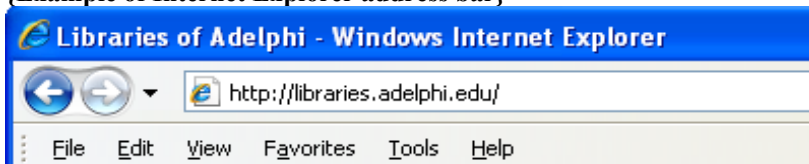
Connecting to the Library Website:

STEP 1: Connect to the internet as you normally would.

STEP 2: Open a browser window. The latest versions of Internet Explorer or Mozilla Firefox are recommended. The latest versions of other browsers (e.g., AOL, Opera, Safari) should work as well but, if you are using one of these and are experiencing difficulty when attempting to access the online databases, we suggest you switch to the latest edition of IE or Mozilla Firefox.

STEP 3: In the address bar of your browser, type: <http://libraries.adelphi.edu>.

{Example of Internet Explorer address bar}



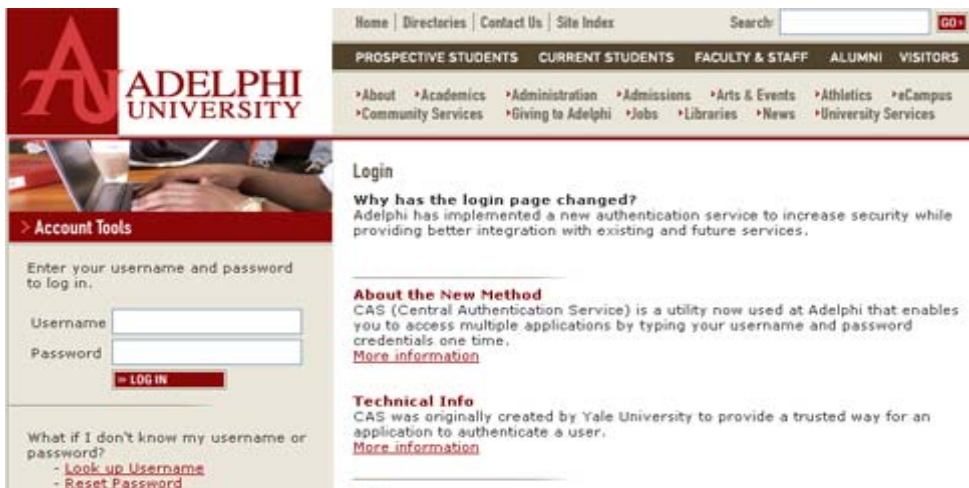
Accessing a Journal Article or Database:

STEP 1: Using the tools and information on the library website, locate a database or journal article you want to view and click on the link for it.

NOTE: If you need help getting started with database/journal research, see our overview page at <http://libraries.adelphi.edu/journal/index.php>, our research guides at <http://libraries.adelphi.edu/guides/index.php#guides>, and/or contact a Reference Librarian, <http://libraries.adelphi.edu/contacts/liaison.php>, or call 516-877-3574.

STEP 2: At the point when you click on a link for a database and/or journal article, you will then see a login screen where you must enter your Adelphi universal username and password before you can proceed to the database or journal.

{Adelphi login screen}



COMMON PROBLEMS AND SOLUTIONS:

1. If you get an error message that says:

“The credentials you provided cannot be determined to be authentic. Please try again and type carefully. If the problem persists, please reset your password and attempt to log in again”

then make sure you are typing your information correctly. If you are still unable to login, contact Customer Services at 516.877.3340 to validate your login credentials.

2. If your login credentials are valid, but you are denied access to the resource you are trying to reach, you will see a message like this:

You have attempted to access a resource to which you are not authorized for access.

This may be due to **unpaid fines** or **limited user status** (e.g., for alumni or others not currently enrolled).

- If you have unpaid fines, they must be paid before you can access these resources.
- If you are an alumnus, please see the alumni databases page @ <http://libraries.adelphi.edu/journal/alumnidb.php> for databases to which you are allowed access.
- For any other issues with your user account or enrollment status, please contact Customer Services at 516.877.3340 or the Registrar's office at 516.877.3300

Please follow the troubleshooting points presented in this message.

3. If you do not get any of the error messages above and are able to get into the electronic resource but, when you click on a link to an article, **nothing appears**, then:

- a. If you are using **Internet Explorer**, you may need to change the **security settings** back to the **default** level (Tools – Internet Options – Security tab – Default Level button).
 - b. A **pop-up blocker** may be preventing online article retrieval. You'll need to turn off your pop-up blocker either permanently or temporarily to allow the article content to show. Some pop-up blockers also offer a list in which you can enter trusted Web sites for pop-ups. For information on how to change pop-up blocker settings, you should look for the information either in the Help menu in your browser (if it's a browser-installed blocker) or provided by the company whose blocker you are using. Following is a list of commonly used pop-up blockers with links to the associated company Web sites:
 - [Internet Explorer](#)
 - [AOL](#) (You can also go to AOL Keyword: Pop-up Controls from within AOL.)
 - [Google Toolbar](#)
 - [Yahoo Toolbar](#)
 - [Norton AntiSpam or Norton Internet Security](#)
 - [Mozilla](#)
 - [Firefox](#)
4. **OTHER POSSIBLE CULPRITS:** Are you attempting **access from work**? Or did you recently install a **firewall** or other security software **at home**? If either the answer to either of these questions is yes, then **you may be blocked** by a security application. You can turn off your own firewall temporarily to test this. If you are at work, however, you'd have to contact the IT department at your place of employment.