Checklist for Off-Campus Access to Library E-Resources Problems

1. **Is the firewall (especially from a work/business/corporate environment) preventing access?** This could be a problem with user’s local network or personal configuration on the computer. If you cannot see the login page, it is likely a firewall problem. When the firewall blocks the EZproxy port, they might get the screen like this:

   **Screen for Internet Explorer:**

   ![Internet Explorer screenshot](image1)

   **Screen for Firefox browser:**

   ![Firefox screenshot](image2)
2. Is your antivirus software blocking access?

For PC:

![Norton Internet Security](image1)

For Mac:

![Norton AntiVirus](image2)
3. Is correct user-type selected?

4. Are cookies enabled? Cookies should be enabled. If cookies are not enabled, this message may appear:
5. **Clear the browser cache.** Most commonly used browsers are IE, Safari, Firefox, or Chrome. Each allows the user to "clear current history" or "delete history" in the browser's settings, usually under options or tools.

6. **Is the pop-up blocker active?** Does it block the page from loading? The pop-up blocker may need to be disabled.

For PC:
7. **Is the current browser being used?** Try a different browser or update the browser to most current version.

**Special Steps for RODP Students Only**

8. **Are you currently enrolled in class?**
   You must be currently enrolled to login.

9. **Is class in session?**
   Login is only permitted from date class begins until date class ends.

10. **Is correct user type selected from the drop-down menu?**
    For RODP access at the login page, the **Regents Online Degree Program** option must be selected from the drop-down menu.
11. If RODP students select any e-resources which they are not allowed to access, this message may appear:

When prompted use the following Login info:
Username: your current Desire2Learn (eCourseware) ID
Password: your 6 digit date of birth (mmddyy) example Feb. 2, 1989=020289

For further help, please contact the RIS Desk at 678-2208.