

Off-Campus Access Troubleshooting (cont.)

◆ Other problems using resources

Security software such as **Norton Internet Security** should be completely deactivated. After deactivation, restart your workstation and try using the resources again.

Software such as **Google Web Accelerator**, which makes use of their own proxy server, may need to be disabled so that the library remote access system can work correctly.

◆ If you are not able to access the databases:

- Make sure you have removed old proxy server settings.
- Be sure that your computer is set to accept Cookies. In Internet Explorer click on 'Tools', 'Internet Options', then 'Privacy'. Settings should be at Medium or Low.
- If your computer or off-campus site has a firewall, you will need to disable it or contact your service provider.

Note: Only currently enrolled Wilmington University students, faculty, and staff with active WebCampus accounts have access to our subscription databases.

- ◆ If you're experiencing problems with opening documents, it could be caused by a variety of factors including: outdated hardware or software, connection speed, internet service provider conflicts using AOL and MSN, and network congestion.
- ◆ If your problems are not resolved after attempting these solutions, you can come into the library to access and print your articles.

Getting Additional Help

- ◆ If you can't remember your WebCampus User Name or Password, call the support center at 1-877-708-2905 or by visiting online at esupport.wilmu.edu. For further assistance, send an email to the helpdesk@wilmu.edu. If you are having trouble using a specific resource, please report the name of this resource to James McCloskey, Library Director at James.M.McCloskey@wilmu.edu so we can check access.
- ◆ Questions about searching these resources should be directed to our Information Desk at any of the campus Libraries.

*More helpful QuickGuides are available
from the Library website*

www.wilmu.edu/library

For further information, please call

1-800-451-5724



Robert C. & Dorothy M. Peoples Library

We Help You Learn



Off-Campus Access Guide



www.wilmu.edu/library

1-800-451-5724

Off-Campus Access Information

Off-Campus Access to Library Databases

The Library makes it easy for students, faculty and staff to access library research databases from off campus. In three simple steps you can gain access to over thirty research databases right from your home or office.

Steps to Gaining Off-Campus Access

1

In your Internet Browser, go to the Wilmington University homepage.

<http://www.wilmu.edu>

2

Click on the [WebCampus](#) link on the top of the webpage. Log into the WebCampus portal.

3

On the left menu of WebCampus under the Research category choose 'Library Databases.' Then click, 'Access Library Databases'. This will automatically direct you into the Wilmington University proxy server. From here you are able to access any of our Library Research Databases.

What is A Proxy Server?

A proxy server is an intermediary between the user's web browser and a proprietary database. All connections run through the proxy server, making them appear to be from the Wilmington University campus, even if the user is connecting via his or her home Internet service provider or from another remote location. Basically, the proxy server makes the remote site think that the user is sitting at a computer on the Wilmington University campus.



Why should I use the Wilmington University proxy server?

- ◆ Access to many of the Library databases and full-text journals in the Library's Electronic Journals collection is limited to computers in Wilmington University's internet domain due to subscription and licensing agreements.
- ◆ In the past, Wilmington University faculty, staff, and students coming to the library's web pages from home or another remote site via third party Internet service providers have been unable to access these resources.
- ◆ Wilmington University Computer Center has set up the proxy server in order to extend access to our users connecting from home or other remote locations.

Access Troubleshooting

- ◆ Internet Explorer and WebCampus User Name/ Password showing incorrect

Internet Explorer remembers what you submit into various web forms. If you enter your WebCampus User Name or password incorrectly, Internet Explorer can continue to use that incorrect information even if you correctly type your WebCampus info later. This may be why you continue to see the message "Your User Name or Password was incorrect" even though you've typed it in correctly. To fix this:

1. Select Internet Options from the Tools drop-down menu.
2. Choose Content and then click on the AutoComplete button.
3. If you have checkmarks next to Forms and/or Usernames and passwords on forms uncheck those.
4. Finally, click the Clear Forms and Clear Passwords buttons.

Doing this will reset Internet Explorer and prevent it from sending incorrect information. **Note: It will do this for all Web page forms, not just for the WebCampus access login page.** Restart your browser and try to log in again.

- ◆ Depending on the browser you use, you may receive a warning when using some licensed resources. The warning will be something like this:

The name on the security certificate is invalid does not match the name of the site.

If you see this warning, please ignore it and proceed. We are working to resolve this problem.