

DATABASE TROUBLESHOOTING GUIDE

RFK LIBRARY LIBGUIDES



HAVING PROBLEMS WITH GETTING INTO DATABASES FROM HOME, WITHIN CAMPUS, OR OFFICE?

- Here are some tips to try before you contact us:
 - Access databases through our website
 - Check your username and password
 - Check your firewall or antivirus
 - Enable cookies for the site
 - Clear browser cache and cookies

ACCESS RFK LIBRARY DATABASES THROUGH THE LIBRARY WEBSITE

- RFK Database Subscriptions can only be accessed through RFK websites:
 - www.uog.edu/library
 - <https://www.uog.edu/student-services/rfk-library/articles-and-databases>
- Do not try to access RFK databases through Google or through vendor sites
- Database vendors require us to protect these databases by authenticating them on our website
- Authentication is not needed when accessing these databases within the campus network (Eduroam and UOG workstations)

- When off-campus you will see the following page:



Remote Patron Authentication

Welcome to University of Guam Library.

The resources you have requested are restricted. Please enter:

Your barcode:

PIN:

Login

CHECK YOUR BARCODE AND PIN

Welcome to University of Guam Library.

Sorry, Your identification is not recognized.
Please enter:

Your barcode:

PIN:

Login

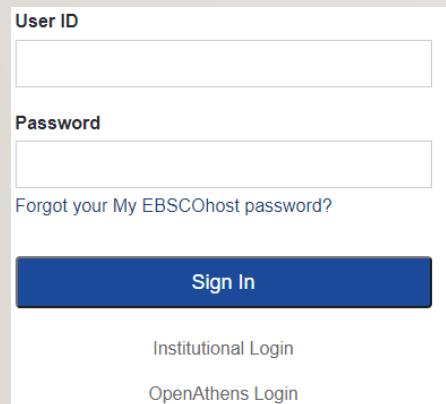
- Ensure that your library barcode and PIN correct when:
 - You get “Your identification is not recognized” error
- **Do you have a valid, current University of Guam / RFK Memorial Library card?**
 - Only University of Guam / RFK Memorial Library card cardholders are allowed access to these resources from outside the Library.
- **Did you enter your library card barcode number without any spaces?**
 - When entering your number, make sure your Num Lock key is on and that you don't leave any spaces between the numbers.
- You can contact the RFK Service Desk if you do not know your barcode and PIN at **(671) 735 - 2311**

CHECK YOUR FIREWALL OR ANTIVIRUS

- Some internet security programs may require you to uncheck the advertising pop-up blockers and web blocking (e.g. McAfee) while others may require you to configure custom level privacy settings and disable browser privacy (e.g. Norton) in order to properly use RFK database interfaces.
- Settings and access to those settings vary by internet security product and version, so you should consult your software's user guide for more info.
- Lookout for these signs when determining firewall or antivirus issues:
 - Norton, McAfee, or other antivirus program messages popup when trying to access our databases
 - Database pages do not load or has timeout errors

ENABLE COOKIES

- In order for the databases to work properly, your web browser (Internet Explorer, Firefox, Safari, etc.) must be set to accept "cookies," which are temporary files that allow you to interact with secure web sites. For more information on cookies, see How Internet Cookies Work at this link: <http://computer.howstuffworks.com/cookie1.htm> .



The image shows a login form with the following elements:

- User ID**: A text input field.
- Password**: A text input field.
- [Forgot your My EBSCOhost password?](#): A link below the password field.
- Sign In**: A blue button.
- [Institutional Login](#): A link below the sign in button.
- [OpenAthens Login](#): A link below the institutional login link.

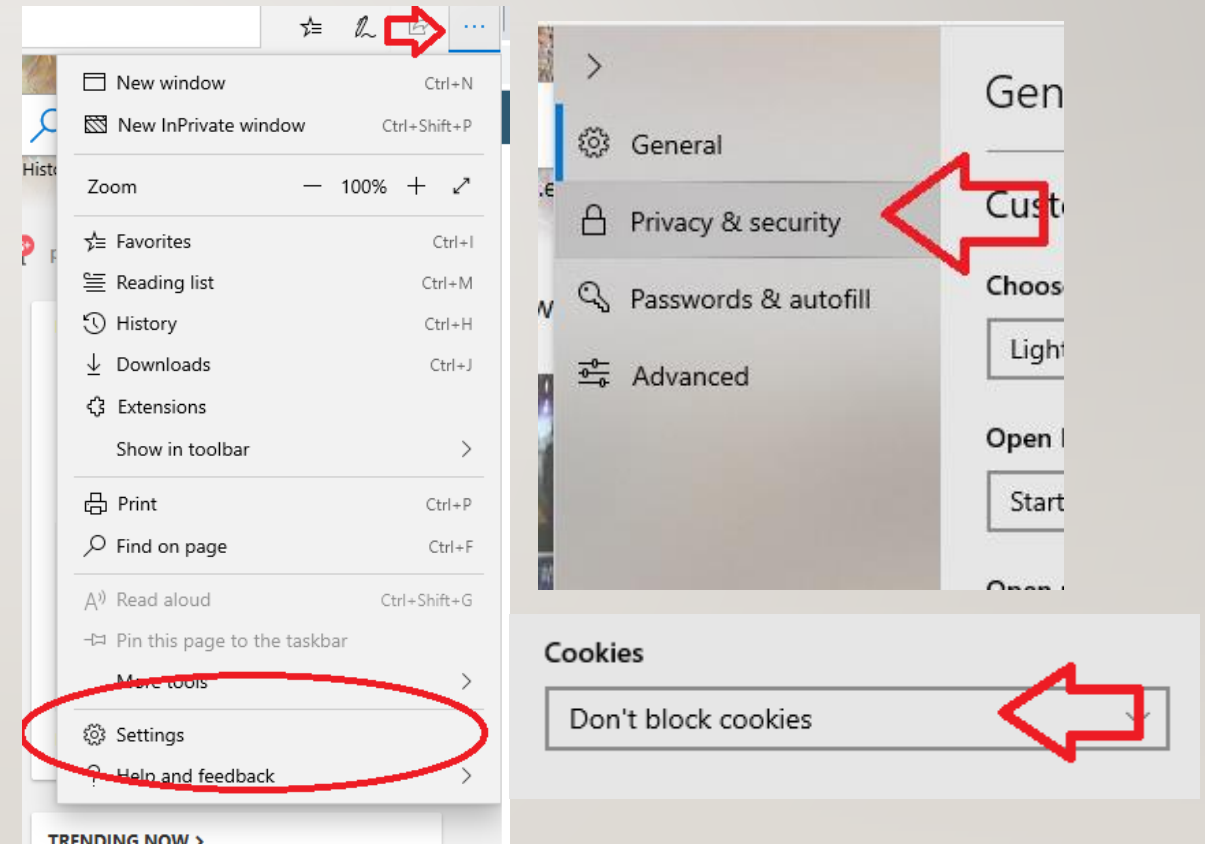
- Make sure cookies are enabled when:
 - Sites fails to load even after you have correctly inputted you barcode and PIN
 - The databases site requests a login for your university after you have successfully inputted your barcode and PIN

Important User Information: Remote access to EBSCO's databases is permitted to patrons of subscribing institutions accessing from remote locations for personal, non-commercial use. However, remote access to EBSCO's databases from non-subscribing institutions is not allowed if the purpose of the use is for commercial gain through cost reduction or avoidance for a non-subscribing institution.

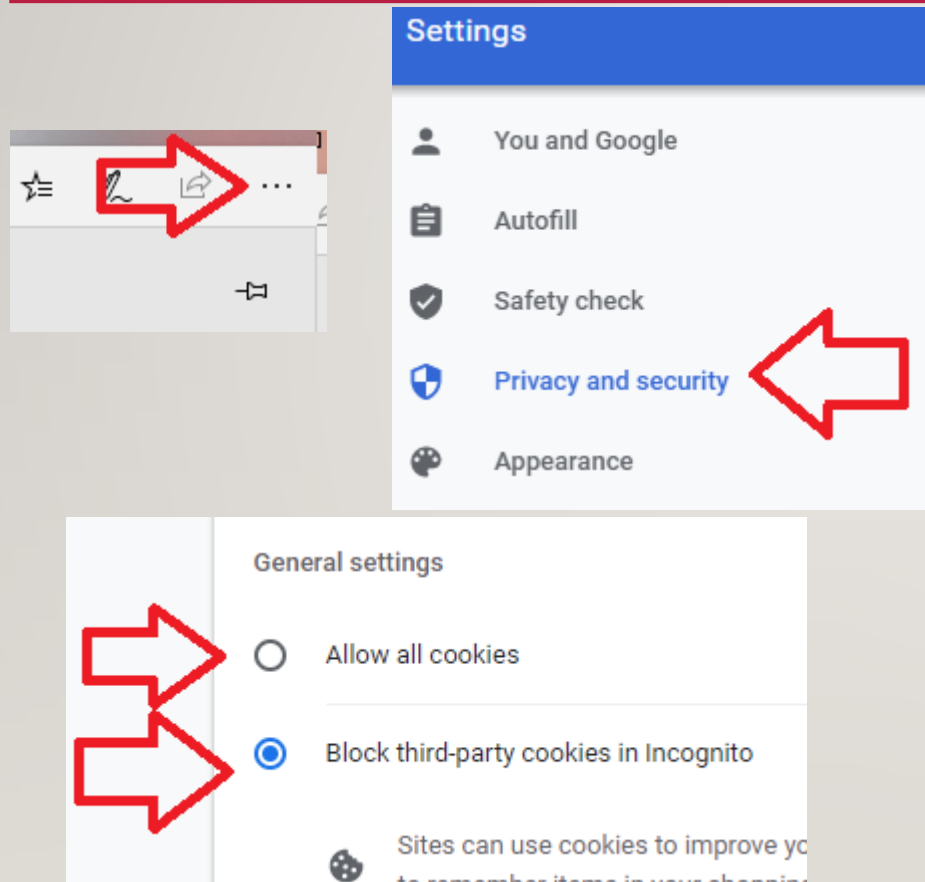
ENABLE COOKIES FOR MICROSOFT EDGE




- Click “...” on the top-right of your window, select “Settings”.
- Click on the "Privacy & Security" tab.
- Finally, ensure that “Don't Block Cookies” is selected under “Cookies”




ENABLE COOKIES FOR GOOGLE CHROME

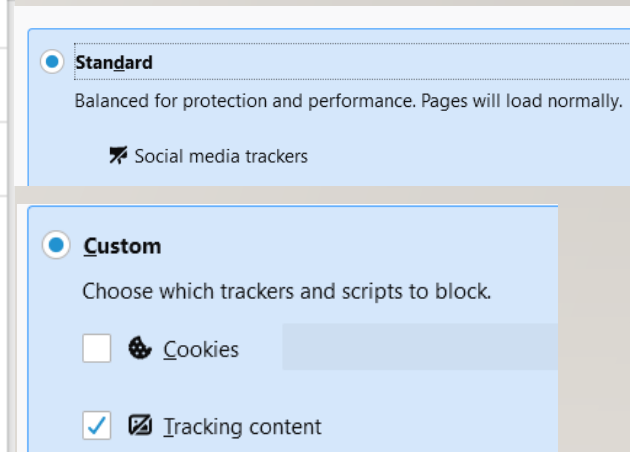
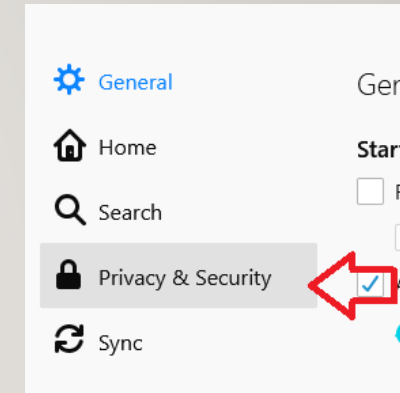
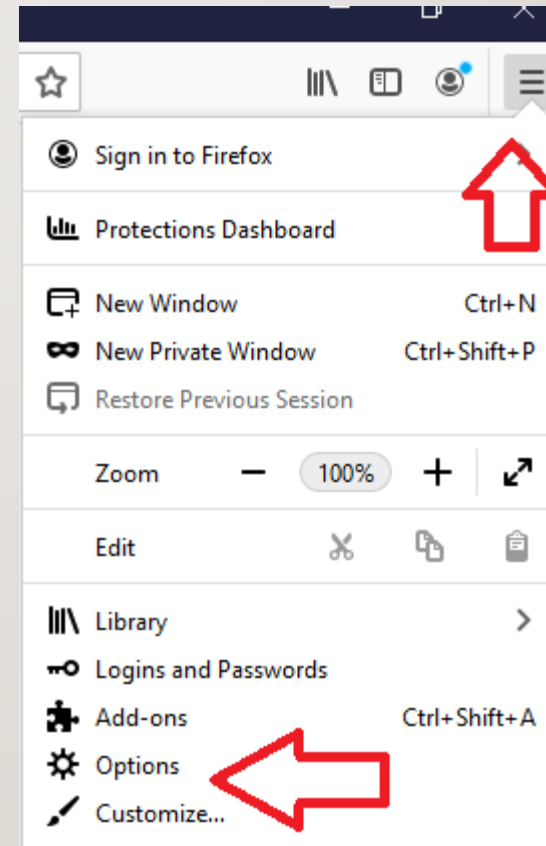


- Click  on the top-right of your window, select “Settings”.
- Click on the “Privacy and Security”
- Finally, ensure that either “Allow all cookies” or “Block third party cookies in Incognito” is selected under “General Settings”.

ENABLE COOKIES FOR MOZILLA FIREFOX

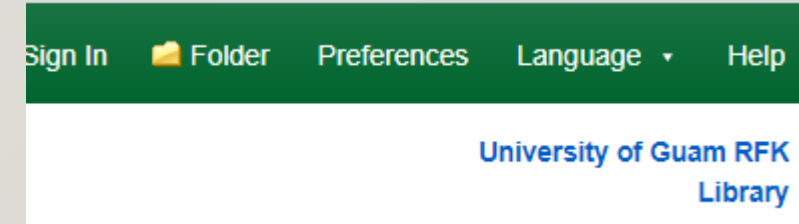
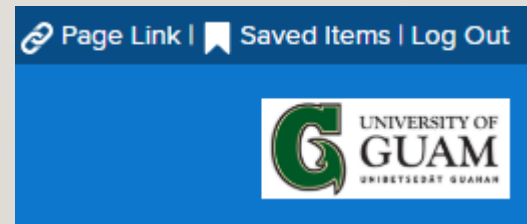


- Click  on the top-right of your window, select “Options”.
- Click on the "Privacy & Security"
- Finally, ensure that either “Standard” or “Custom” (“Cookies” unchecked) is selected under “Enhanced Tracking Protection”.



CLEAR YOUR BROWSER CACHE AND COOKIES

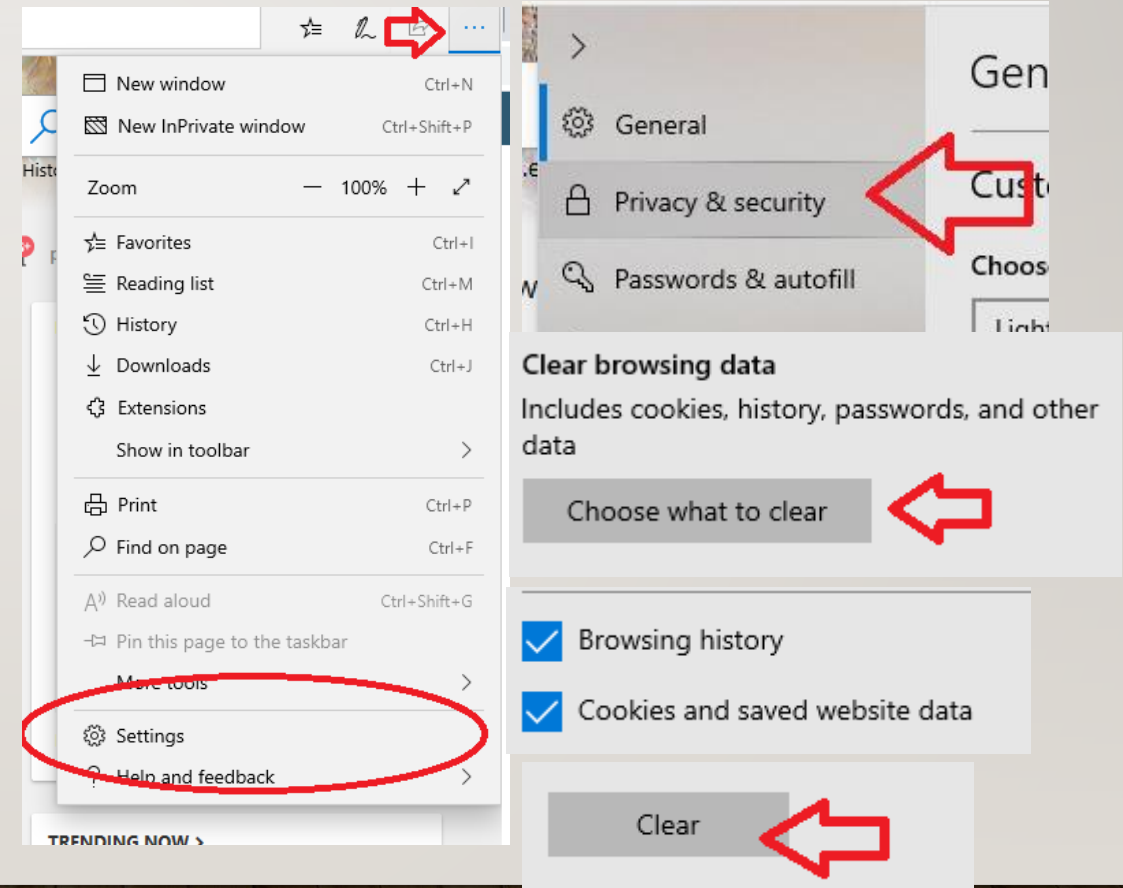
- Sometimes cookies and cached website files need to be re-downloaded because they are corrupt or old. In these cases, clearing your browser's cache and cookies will force it to redownload new cookies and website files.
- Clear your browser's cache and cookies in the following situations:
 - The database site is incomplete or looks funny when loaded
 - The database site loads in another language
 - The database site does not show the UOG logo or shows the incorrect university



DELETE COOKIES AND CACHE FOR MICROSOFT EDGE



- Click “...” on the top-right of your window, select “Settings”.
- Click on the "Privacy & Security" tab.
- Click “Choose what to clear” is selected under “Clear browsing data”
- Ensure “Browsing history” and “Cookies and saved website data” are selected
- Finally, click “Clear”




DELETE COOKIES AND CACHE FOR GOOGLE CHROME




The screenshot shows the Chrome browser interface with the following steps highlighted by red arrows:

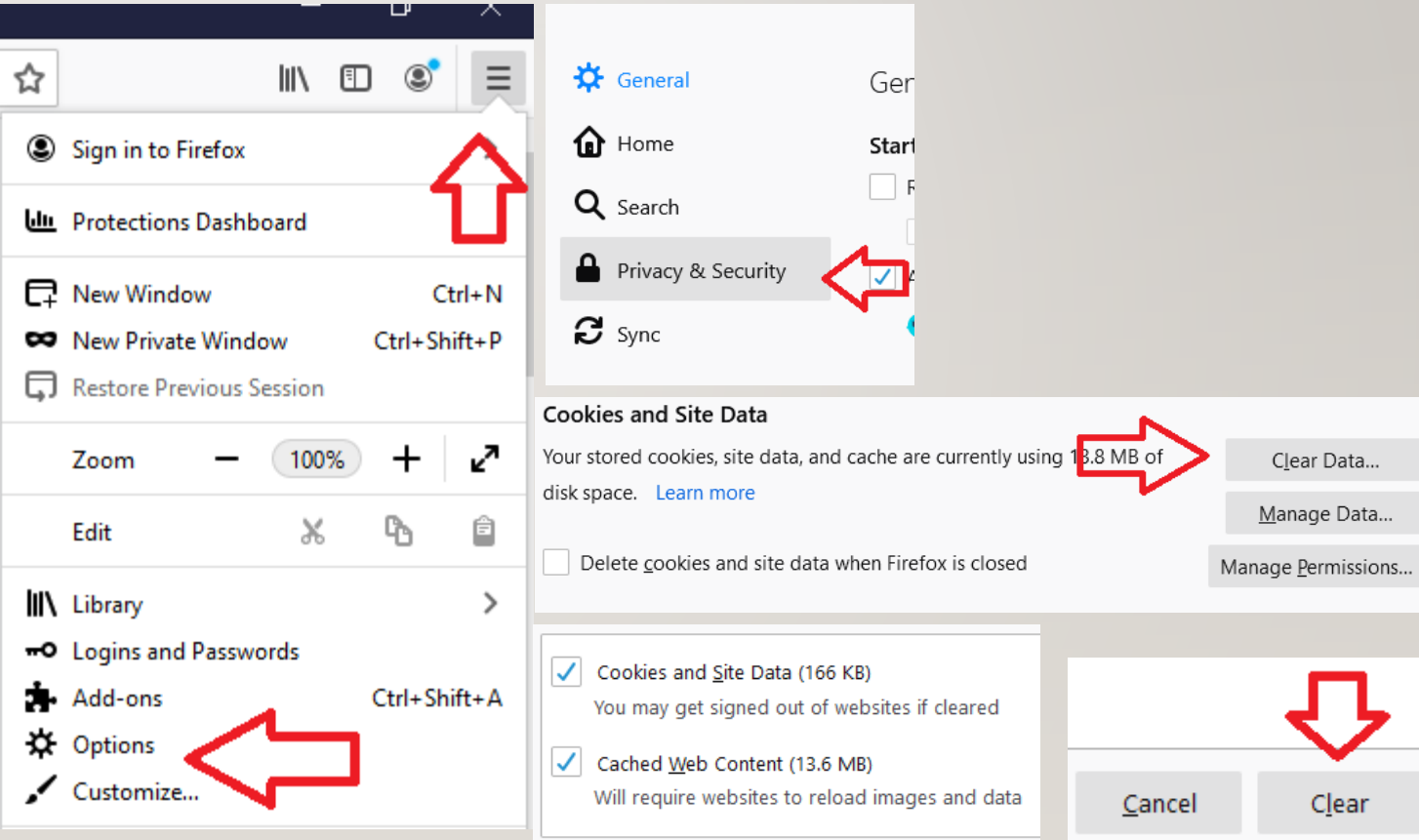
- Click the menu icon (three dots) in the top-right corner.
- Select "Settings" from the menu.
- Click on "Privacy and security" in the Settings menu.
- Click on "Clear browsing data" in the Privacy and security section.
- Click on the "Time range" dropdown menu.
- Ensure that "Browsing history" and "Cookies and other site data" are checked under the "Basic" tab.
- Click the "Clear data" button.

- Click  on the top-right of your window, select “Settings”.
- Click on the "Privacy and Security"
- Click “Clear browsing data”
- Choose “Time range” (at least 24 hours)
- Ensure that both “Browsing history” and “Cookies and other site data” is selected under “Basic”.
- Finally, click “Clear data”

DELETE COOKIES AND CACHE FOR MOZILLA FIREFOX



- Click  on the top-right of your window, select “Options”.
- Click on the "Privacy & Security"
- Click “Clear Data...”
- Ensure that both “cookies and Site Data” and “Cached Web Content”
- Finally, click “Clear”



The screenshot shows the Firefox Options menu and the Privacy & Security settings page. Red arrows indicate the steps: 1. Clicking the menu icon (top right), 2. Selecting "Options" in the menu, 3. Selecting "Privacy & Security" in the settings, 4. Clicking "Clear Data..." in the Cookies and Site Data section, and 5. Clicking "Clear" at the bottom of the dialog.

Options Menu:

- Sign in to Firefox
- Protections Dashboard
- New Window (Ctrl+N)
- New Private Window (Ctrl+Shift+P)
- Restore Previous Session
- Zoom: 100%
- Edit
- Library
- Logins and Passwords
- Add-ons (Ctrl+Shift+A)
- Options
- Customize...

Privacy & Security Settings:

- General
- Home
- Search
- Privacy & Security
- Sync

Cookies and Site Data:

Your stored cookies, site data, and cache are currently using 13.8 MB of disk space. [Learn more](#)

Delete cookies and site data when Firefox is closed

Cookies and Site Data (166 KB)
You may get signed out of websites if cleared

Cached Web Content (13.6 MB)
Will require websites to reload images and data

Buttons: Clear Data..., Manage Data..., Manage Permissions..., Cancel, Clear

IF NOTHING WORKS, PLEASE CONTACT US

- Please use the one of following contacts to report database issues and assistance:
 - Contact (671) 735-2321
 - Or (671) 735-2341
 - Or email jlibao@triton.uog.edu
- Details, such as error messages and codes will greatly help solve database issues
- If you have been able to access the databases in the past, but are unable to use a particular one now, the problem may not be yours, but could be with the database provider. Their server may be down temporarily for any number of reasons. Wait an hour and try it again. Report the issue if you still cannot access the database.
- If you are given “Server” errors, please report to us immediately