

## Trouble Accessing Databases

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*At this Virtual Library, access to databases requires the use of a credential. Students who have trouble accessing databases often receive a message indicating they have 'insufficient credentials.' Here, directions are given on how to bypass this problem, as well as suggestions for other computer help resources. Modifications to such a response could include links to Blackboard help, BannerWeb help, and other university-related, non-library sites as needed.*

Hi Jack,

**Problem:** Are you told you lack credentials when you click on the 'Go to Ebsco Databases' link?

**Solution:** If so, click on the link below the 'Go to Ebsco Databases' link, just after the question: Insufficient credentials?

If this is not the trouble you're having, let us know the steps you are taking to access the databases. Be sure to tell us where exactly you run into problems and what message you receive when this happens.

Students who have access problems sometimes have firewall, Internet browser settings, security, parental control software, or Internet Service Provider problems. You might check to be sure all of these features are properly enabled or disabled to allow access to library resources.

The library does its best to help students access its virtual collection. Unfortunately, we are not a computer help desk. If you're still unable to access the databases using the steps listed above, you might also consider visiting the University Computer Help Desk:

[http:// url for computer help desk here](http://url for computer help desk here)

Good luck, Jack. Let us know how things turn out.

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