

# Memorial University Libraries

## How to Access Library Resources from Home

<http://www.library.mun.ca/guides/howto/offcampus.pdf>

### Restricted resources

Many library resources are now available on the Internet and can be accessed from beyond the Library. However, some of these are fee-based resources that are restricted to current Memorial students, faculty and staff. Some examples of restricted resources are:


- MUN Only Article indexes (databases)**
- MUN Only EJournals**
- MUN Only Some government resources**

In order to gain access to these resources outside the Memorial Campus, you must identify yourself as a Memorial user by using our *Off-campus login*.

### Step-by-step login from outside the Memorial Campus

1. Go to the library homepage at <http://www.library.mun.ca>



2. Click on the  icon. You may be asked to input your [ID](#) and [PIN Number](#) in order to confirm that you are a current Memorial user.

3. You are now ready to access all library resources.

**User ID:** the 14-digit barcode number on your Campus Card

**Alt ID:** your student number (do not add the zeros)

**PIN:** contact the Circulation Desk; they will assign you one.

You can tell if you have logged in successfully by looking at the web address in the address bar. It should have the word **proxy** in the URL. (NOTE: if you are using the MUN dialup rather than a commercial provider like Sympatico or Road Runner, the URL will not change).

### Common problems

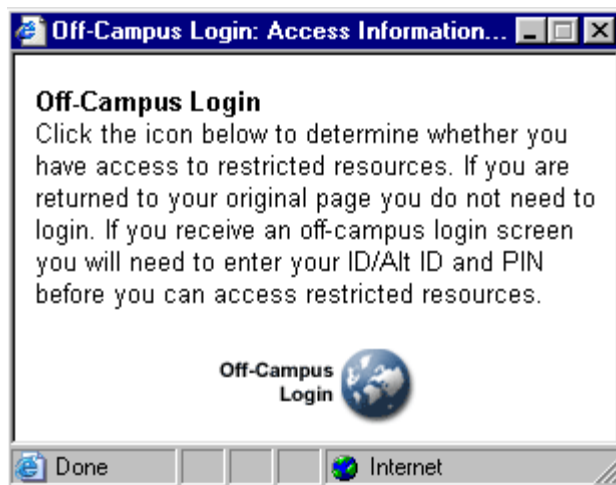
**Problem:** you have used the Off-Campus Login button, and submitted your ID and PIN; however, you have received the message:

**"That username or password was incorrect. Please try again."**

This could be indicative of one of several problems:

- You do not have a library PIN. If you are a Memorial faculty, staff or student, you can obtain a PIN by visiting the Circulation Desk of your branch library.
- Your privileges have expired. You must update your library card each semester for your PIN to remain valid. To check to see if your ID and PIN are currently valid, contact the Circulation Desk of your [branch library](#)
- Your PIN has not yet been entered into the system. PINs are entered into the system at 7am, 10am, 1pm, 4pm, 7pm and 10pm each day, so if you have just obtained your PIN from the Circulation Desk, you may have to wait before you can log in.

**Problem:** you click on the Off-Campus Login button and nothing happens.



You should be offered a small window that looks like this.

If you don't see this window, it is probably there but hidden behind your browser window - minimize the browser window or windows of other applications you have open.

**Problem:** you are getting a message from the EZproxy administrator, similar to the following: "To allow /Login?url=http:// ... to work, your EZproxy administrator must first authorize this within the ezproxy.cfg file..."

This message happens if you are already logged into the proxy server and you click on the Off-Campus Login button again. Click the Back button or close your browser and start again.

**Problem:** you were connected, but during the same session, you suddenly lost access.

You may have lost your connection to the proxy server. This can happen if you have clicked on your browser Home button, or been moving back and forward through various sites. Click on the Off-Campus Login button again. Usually you will not need to re-enter your ID and PIN.

**Problem:** you are connected through the Off-Campus Login, but when you try to access various resources, your screens are not loading fully or you are getting various "java" or "java script" error messages.  
It may be your version of browser or the browser settings. The majority of resources require that JavaScript be enabled on your Web browser.

### Article index problems

Occasionally, these problems will occur after you have followed the off-campus login instructions (if necessary) and after you have clicked [Article Indexes](#) and chosen an index.

**Problem:** You get a message like "Server is Busy" or you are asked for a user name and password.

Our subscriptions allow a limited number of users at a time. If you get a message like this, try again later.

**Problem:** You get a message like "Server Not Responding" or "Page Cannot Be Displayed"

You will normally get this message from within the Article Index itself, although it is possible to also get it when initially trying to connect. Either something has happened to your Internet connection, or the Article Index server has gone down.

During regular working hours (9-5, Monday to Friday) problems should be noticed and resolved shortly. You may call the Information Desk at your [branch library](#) to confirm that the problem is being resolved.

Outside of these hours it will take longer to resolve as someone will have to be called in. You should still call the Information Desk at your [branch library](#) to ensure that the problem has been noticed.

You can also request information by completing the [Ask a Librarian](#) form.

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