

Troubleshooting Off-Campus Access to Library Resources

Due to licensing agreements, access to most library databases and other electronic resources is restricted to computers on the MVCC campuses. However, if you are a current MVCC student, faculty, or staff, you can access these resources from any computer off-campus when you provide a valid MVCC username and password.

To access electronic resources from off-campus, start at the library webpage (<http://www.mvcc.edu/library/databases>), through a LibGuide, or click on a specific URL posted on Blackboard. Select the resource you wish to access. You will be prompted to authenticate yourself by entering your MVCC username and password on this screen:



Off Campus Access

The database you have selected is reserved for current Mohawk Valley Community College students, faculty and staff members. To access the database please log on with your username and password information:

Please enter your username:
Please enter your password:

For assistance contact the MVCC Library Reference Desk at (315) 792-5561.

[Return to the MVCC Library homepage](#)

Remote Access Checklist

1. Do you have a valid MVCC username and password?

Make sure you are using the same username and password you use on the campus computers. If you are a new student, faculty, or staff member it can take several days for your credentials to be fully processed by the IT department.

2. Are you having problems with all electronic resources, or just a specific resource?

Try to access a different database. If you are able to access a different database, the problem may be with the vendor of the first database.

3. What internet browser are you using? Do you have the right settings in place?

Try connecting with a different browser, e.g. try using Internet Explorer, if you have problems with Firefox. Make sure the Cookies and JavaScript are enabled in your browser. Here is how:

To allow Cookies in Internet Explorer: Go to the Tools menu and choose Internet Options. Click on the Privacy tab. Click on Advanced. Make sure that Accept First-Party Cookies and Accept

Third-Party Cookies are selected. If not, click on Override automatic cookie handling and then select Accept for First-Party Cookies and Third-Party Cookies. Click OK.

To allow Cookies in Mozilla Firefox: Click on Tools in the menu. Click on Options. Click on the Privacy tab. In the drop-down box next to Firefox will, select Use custom settings for history. Click on the boxes next to Accept cookies from sites and Accept third-party cookies, making sure that both boxes are marked. Click Ok.

To enable JavaScript in Internet Explorer: Go to the Tools menu and choose Internet Options. Click on the Security tab. Click on Internet. Click on the Custom Level button. Scroll down to the Scripting section. Click in the Enable radio button under Active Scripting if this is not selected. Click OK.

To enable JavaScript in Mozilla Firefox: Click on Tools in the menu. Click on Options. Click on the Content tab. Click on the box next to Enable JavaScript, making sure that it is marked. Click Ok.

If you continue to have problems accessing an electronic resource off-campus, please contact the library at (315) 792-5561. Be prepared to give the librarian the following information:

- A valid email address where we can reach you;
- The name of the resource you are trying to access;
- The date and time you attempted to access the database;
- A description of the error and text of any error message you may have received;
- Your browser type and version (i.e. Internet Explorer 7, Firefox 9);
- Can you access other electronic resources with your MVCC username and password?