



## **GENERAL LIBRARY INFORMATION: Online Access Problems for SJCC Students**

### **1. *Why do I have to enter my student identification number when I get home? I don't need to when I am on-campus.***

The SJCC Library has licensing agreements with database vendors concerning database usage. Only currently enrolled students can access them when off-campus.

### **2. *When it asks for "college ID number", what should I type?***

This is the same as your "student" ID number. It is the seven-digit number that is used as your official college identification number. Be careful to type your number exactly as it appears on your school records.

(Faculty & Staff: you may need to add zeroes to make seven-digits, e.g. 0001234.)

### **3. *I go to SJCC, can I use the databases listed on the EVC Library web site?***

No. Each college pays for its own databases. EVC students cannot use SJCC databases, and SJCC students cannot use EVC databases.

### **You might also have problems related to the following issues:**

- Do you have a pop-up blocker on such as the Google Toolbar? If so, at the top, put the mouse over it and choose Always allow this site access.
- Is your name entered right? Is it your "official" name used on your school records?
- Do you have a firewall that restricts sites? Do you have McAfee System Guard? Do you have a spyware program? These may need to be turned off.

### **What should I do if I still can't get in?**

- For Internet Explorer, go to Tools, go to Internet Options, Click on delete files (this will clear your cache).
- Close the browser down. Try again.
- Do not retype the password if it does not work the first time. It will continue to read two barcodes and never work.
- Call your ISP provider if you have problems with other sites.
- Call SJCC Library at either 288-2776 or 298-2181 ext 3899, or contact us through the email address on the library home page.