

Electronic Resource “Access Problem” Help Page October 2008

General Information

- You must access Electronic Resources directly from the Library Electronic Resource Web page: <http://www.pwcgov.org/library/electronicresources/index.htm>. It will not work if you try to access it from a bookmark or favorite.
- Please be sure you are **not** accessing the Electronic Resources from <http://www.pwcgov.com>, you need to access through the <http://www.pwcgov.org> domain.
- Please ensure that java is enabled and that your computer date is correct.
- You also may need to set your browser security setting to medium or medium/low (this will depend on what browser you are running) to enable access of Electronic Resources.
- When prompted to enter your Prince William Public Library System barcode be sure to enter the entire number **without spaces**.
- Please be sure that your computer is set to accept cookies. If you are using Internet Explorer 6.0 you may have to adjust your cookie handling settings under the **Tools, Internet Options, Privacy** tab.
- If you received an error or were prompted for a username and password when attempting to access an Electronic Resource try clearing your cache or temporary internet files and then try accessing the resource again.
- Problems can be caused by **browsers that run accelerators or optimizers**. To test to see if this is the problem:
 - Try turning off the accelerator in your browser. Then try accessing the Electronic Resource (you may need to clear your cache or temporary internet files before you try to access).
 - Or login to the internet as you usually do, then minimize the ISP's browser that you are using and open Internet Explorer. Enter the URL for the Electronic Resource page: <http://www.pwcgov.org/library/electronicresources/index.htm> and select the Electronic Resource you want to access (you may have to clear cache or temporary internet files before you try accessing).

Firewalls

Several of our Electronic Resources pose problems for users running **personal firewalls**. If you are getting prompted for a user id and password on one of these products: Acceda Noticias, America's Newspapers and World News, America's Obituaries and Death Notices; eLibrary; Grolier Products including Grolier Multimedia, America The Beautiful, Encyclopedia Americana, The New Book of Knowledge, The New Book of Popular Science; HeritageQuest Online; netLibrary eBooks; Oxford English Dictionary; Reference USA; S&P Netadvantage; The Washington Post and Virginia State Newspapers please try the Norton Internet Security directions below:

A. Norton Internet Security 2003:

1. Open Norton Internet Security
2. Click Options at the top of the screen
3. Click On Norton Internet Security

4. Click on Web Content
5. Click Add Site at the bottom of the screen
6. Enter the domain name for the Electronic Resource you wish to access:
 - a) **America's Newspapers and World News, America's Obituaries and Death Notices, Virginia State Newspapers and The Washington Post** add: infoweb.newsbank.com
 - b) **eLibrary** add: elibrary.bigchalk.com
 - c) **Grolier Products: Grolier Multimedia, America The Beautiful, Encyclopedia Americana, New Book of Knowledge and the New Book of Science** add: go.grolier.com
 - d) **Heritage Quest** add: www.heritagequestonline.com
 - e) **netLibrary** add: www.netlibrary.com
 - f) **OED (Oxford English Dictionary)** add: dictionary.oed.com
 - g) **ReferenceUSA** add: new.referenceusa.com.
 - h) **S&P NetAdvantage** add: www.netadvantage.standardandpoors.com

[Any site that does not start with "www" in the URL; you will need to remove the "www" when entering the domain name.]

7. Click on the domain name you added on the left side of the window, and then the Global settings tab.
8. Uncheck "Use Default Settings" for "Information about your browser" and set it to **Permit**
9. Uncheck "Use Default Settings" for "Information about visited sites" and set it to **Permit**
10. Click OK to exit

B. Norton Internet Security 2005:

1. Open *Norton Internet Security 2005*.
2. Click on privacy control.
3. Click on configure.
4. Click on advanced.
5. Click on add site.
6. Enter the domain name for the Electronic Resource you wish to access: (do not include the www).
 - a) **America's Newspapers and World News, America's Obituaries and Death Notices, Virginia State Newspapers and The Washington Post** add: infoweb.newsbank.com
 - b) **eLibrary** add: elibrary.bigchalk.com
 - c) **Grolier Products: Grolier Multimedia, America The Beautiful, Encyclopedia Americana, New Book of Knowledge and the New Book of Science** add: go.grolier.com
 - d) **Heritage Quest** add: heritagequestonline.com
 - e) **netLibrary** add: netlibrary.com
 - f) **OED (Oxford English Dictionary)** add: dictionary.oed.com
 - g) **ReferenceUSA** add: new.referenceusa.com.
 - h) **S&P NetAdvantage** add: netadvantage.standardandpoors.com
7. Click on ok.
8. Click on the web address in the panel on the left.
9. On the right, uncheck all the boxes under the Global settings tab.
10. Choose permit for all the radio buttons.
11. Under the User Settings tab, uncheck all the boxes.

12. Choose permit for all the radio buttons.

If you after setting the Electronic Resource as an allowed site, you are still getting prompted for a username and password please try turning off the **Norton Privacy Controls** and try accessing again. **Remember** to turn the Privacy Controls back on when you are finished.

*Users on a non-residential network running a **firewall**, please contact the System Administrator of that network.*

Heritage Quest Technical Support Information

Heritage Quest recommends using Microsoft Internet Explorer 5.5 or higher or Netscape 6.02 or higher.

Reference USA Technical Support Information

- Reference USA has an incompatibility with both CompuServe and AOL that can cause the user ID and password problem. They recommend that patrons use an unmodified browser downloaded directly from the manufacturer like Microsoft Internet Explorer version 4.5 or greater.
- **IE 6.0 and Cookies:** If you are using the Microsoft Internet Explorer version 6.0 (XP) and are receiving a username/password prompt you may need to modify your default browser cookie handling configuration settings to resolve this issue. The steps to accomplish this are outlined below.
 1. Open Microsoft Internet Explorer.
 2. Click on the **Tools** drop-down menu and select **Internet Options**.
 3. When the Internet Options window appears click on the **Privacy** tab, then the **Advanced** button.
 4. When the **Advanced Privacy Settings** window appears, place a check in the checkbox next to '**Override automatic cookie handling**'.
 5. Click **OK** on the **Advanced Privacy Settings** window and **Internet Options** window to close.

Mac Users & ProQuest Electronic Resources

1. If you are running Mac OS 9.x you may have problems accessing ProQuest. If you get the username and password prompt after entering your barcode please:
 - a. Close the username and password window
 - b. And then try clicking on the ProQuest/HeritageQuest link again.
2. Proquest cookies from previous visits can also be a problem, please follow your browser's instructions to delete cookies.