Help me! I can't login to access this library resource from off-campus.

What's the error (message)?

EZProxy config error

Contact Donna Laffan via libraryadmin@mcauley.acu.edu.au

Start over from Homepage

Vendor password prompt

Used the EZProxy link?

No

Yes

Correct Password

Cannot find server

None / Other

Connection works at library?

Yes

No

Firewall

From EZProxy?

No

Yes

The resources are restricted

Using ACU login details?

No

Yes

Currently University affiliated?

Contact Donna Laffan via libraryadmin@mcauley.acu.edu.au

Distance Education

Contact Peter Blake acuweb.library@mcauley.acu.edu.au

Get the user’s contact information – we will let them know when it's working

Contact Donna Laffan via libraryadmin@mcauley.acu.edu.au

Cookies

Browser
Notes

1. The library Web site has a proxied link that has not been added to the EZProxy configuration file or which needs adjustment. Give the URL to the Computing Department for inclusion.

2. Library Resources are best accessed from the Library Homepage. Users will be asked to sign in order to connect to databases, e-reserves, e-journals, etc.

3. Certain database and e-journal aggregators send data out from more than one Internet address. Sometimes these extra addresses don’t recognize the users as coming through a University connection, even though they’re signed on via EZProxy. ESU will have to troubleshoot this problem with the vendor, usually by adding additional server names to the EZProxy configuration file.

4. A University ID is required for the use of library resources. For students the majority of resources use your student number as the username and your date of birth for your password unless you have changed it. For staff you use your login account details that you use to access your work computer.

The exception to this is that gofetch and the catalogue currently use your barcode as the username and the password is a shortened version of your date of birth. Please present your student or staff card to the Library Circulation desk to have your barcode activated. For more information see the Student Login FAQ page or the Staff Login FAQ page.

5. The EZProxy Administrator will troubleshoot why the account details aren’t working. Any number of things may be wrong on the library's end. Distance Education accounts can be problematic. New users or those with changed names or enrollment statuses may also need to wait for the changes to take effect.

6. If the external library resource has been unavailable for a prolonged period (usually over an hour), the vendor will need to be contacted for an update. You may also need to verify that the University has online access to the product in question.

7. EZProxy requires access to port 2048. Some firewall settings, especially those in corporate environments, may block access to this port. A computer's administrator can reset this setting. Please see the Firewall and SSL FAQ page for more information.

8. The EZproxy authentication system requires browsers to accept cookies. This is usually not a problem but if someone misunderstands how cookies operate they may have misconfigured their browser to reject cookies. The campus Help Desk can help people reset this browser setting. Please see the Cookie FAQ page for more information.

9. The AOL browser may experience problems with EZProxy. Upgrading to the most recent version of the browser available never hurts. [Firefox recommended.] Please see the AOL section of the Browser FAQ page.

10. The EZproxy Administrator will have to diagnose a number of issues in this situation.