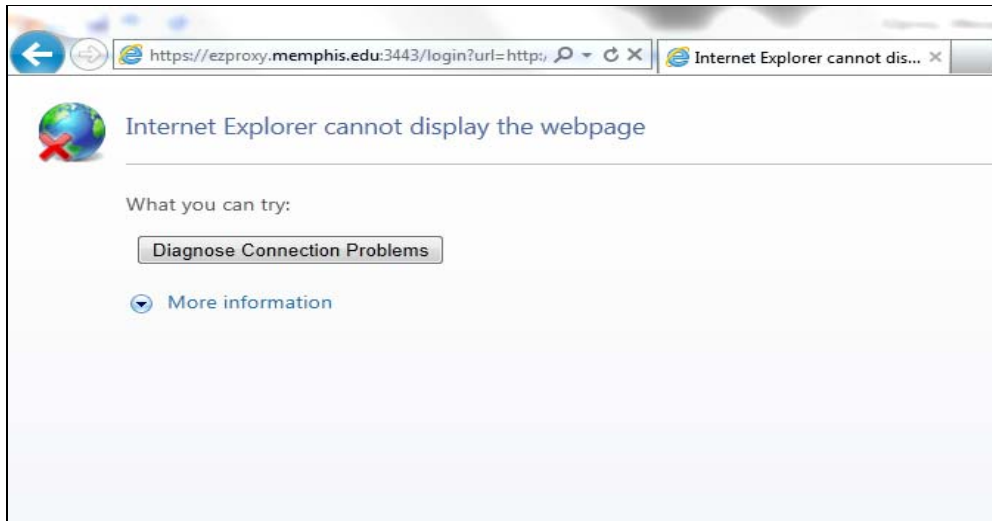


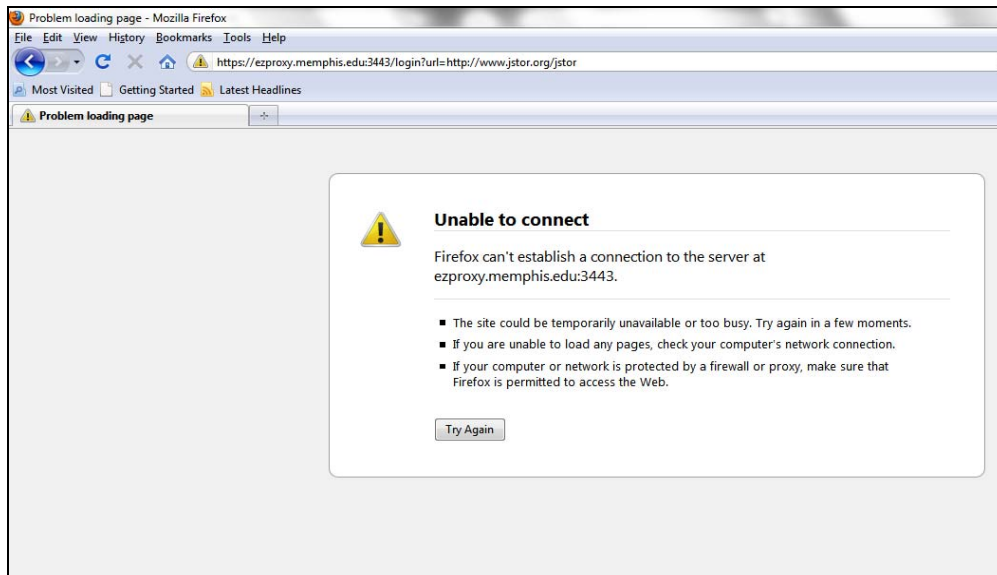
Checklist for Off-Campus Access to Library E-Resources Problems

1. **Is the firewall (especially from a work/business/corporate environment) preventing access?** This could be a problem with user's local network or personal configuration on the computer. If you cannot see the login page, it is likely a firewall problem. When the firewall blocks the EZproxy port, they might get the screen like this:

Screen for Internet Explorer:



Screen for Firefox browser:

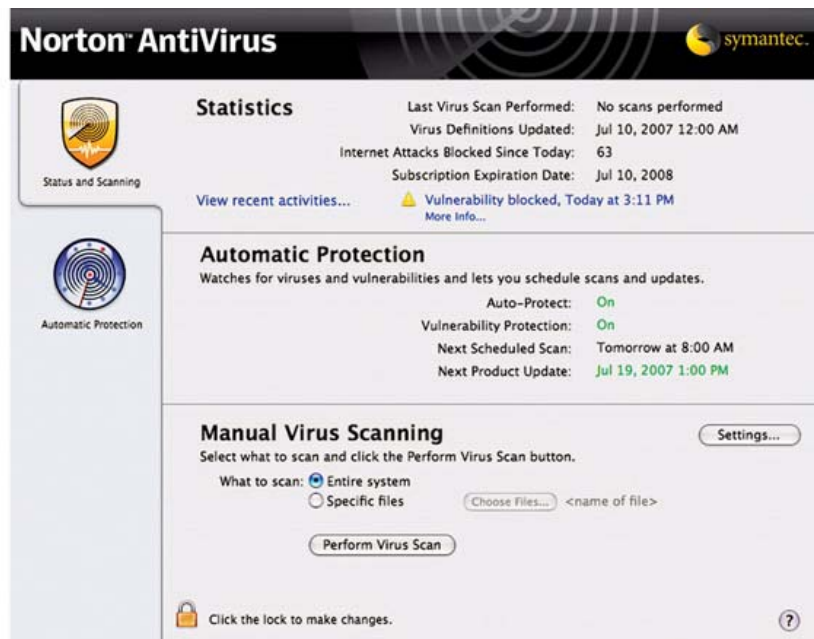


2. Is your antivirus software blocking access?

For PC:



For Mac:



3. Is correct user-type selected?

University Libraries

Please note: All information is required.

User type: The University of Memphis
 Regents Online Degree Program

Please enter your username:

Please enter your password:

[Need help logging in?](#) | [Forget your username or password?](#)

4. Are cookies enabled? Cookies should be enabled. If cookies are not enabled, this message may appear:

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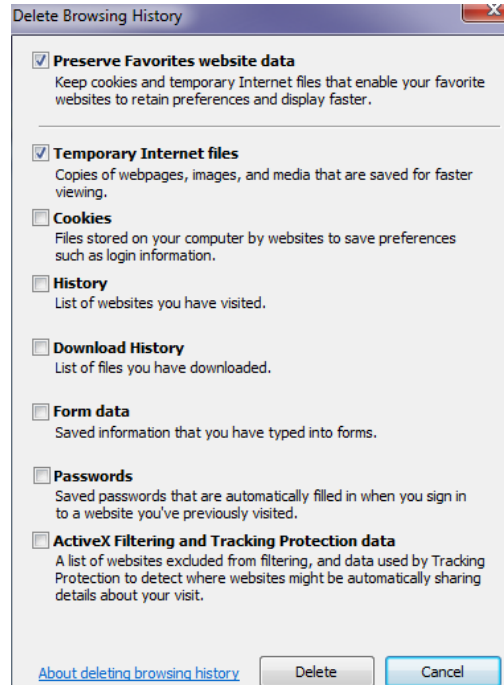
Licensing agreements for these databases require that access be extended only to authorized users. Once you have been validated by this system, a "cookie" is sent to your browser as an ongoing indication of your authorization to access these databases. It will only need to be set once during login.

If you are using a personal firewall, you may need to change its configuration to allow the required cookie to be set.

As you access databases, they may also use cookies. Your ability to use those databases may depend on whether or not you allow those cookies to be set.

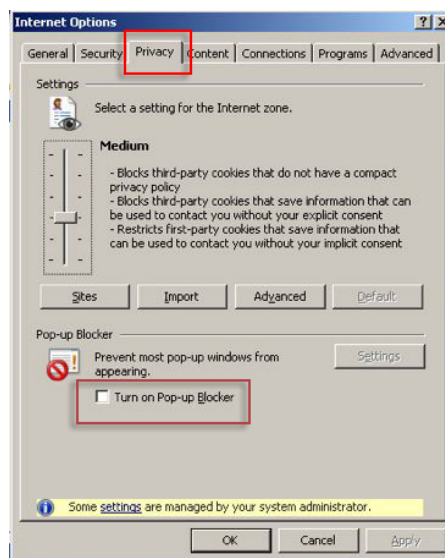
To login again, click [here](#).

5. **Clear the browser cache.** Most commonly used browsers are IE, Safari, Firefox, or Chrome. Each allows the user to "clear current history" or "delete history" in the browser's settings, usually under options or tools.

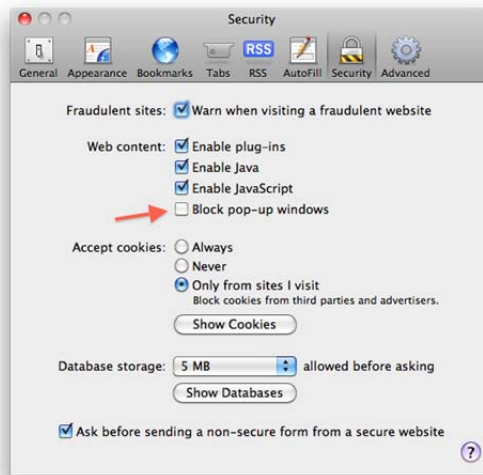


6. **Is the pop-up blocker active?** Does it block the page from loading? The pop-up blocker may need to be disabled.

For PC:



For Mac:



7. **Is the current browser being used?** Try a different browser or update the browser to most current version.

Special Steps for RODP Students Only

8. **Are you currently enrolled in class?**

You must be currently enrolled to login.

9. **Is class in session?**

Login is only permitted from date class begins until date class ends.

10. **Is correct user type selected from the drop-down menu?**

For RODP access at the login page, the **Regents Online Degree Program** option must be selected from the drop-down menu.



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Please note: All information is required.

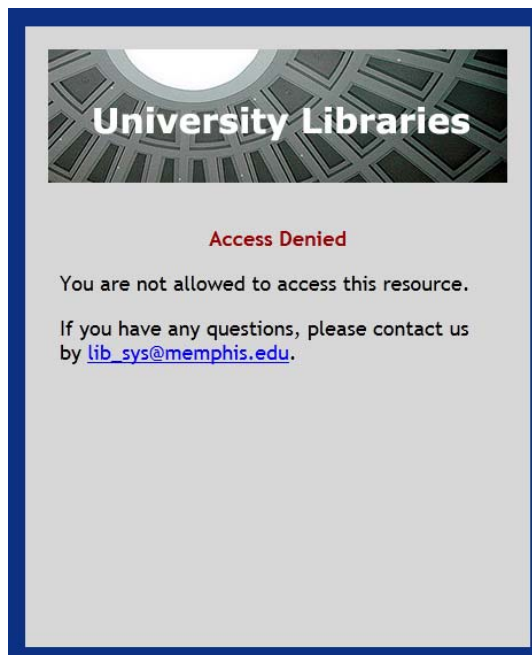
User type: The University of Memphis
 Regents Online Degree Program

Please enter your **username**:

Please enter your **password**:

[Need help logging in?](#) | [Forget your username or password?](#)

11. If RODP students select any e-resources which they are not allowed to access, this message may appear:



University Libraries

Access Denied

You are not allowed to access this resource.

If you have any questions, please contact us by lib_sys@memphis.edu.

For further help, please contact the RIS Desk at 678-2208.