University of Canberra Off Campus Services Guide

This information comes from the University of Canberra Library for students and staff working off campus and signing in to the Library's electronic resources through the EZproxy.

Troubleshooting guide

If after entering your username and password you receive a security warning or the page does not load correctly, check the following settings:

Ensure that your browser has cookies turned on. For example, in Internet Explorer 8-11:

1. Click on Tools.
2. Go to Internet Options.
3. Click on the Privacy tab.
4. Click on Advanced.
5. Ensure that the "accept" button for First-Party Cookies and Third-Party Cookies has been checked - if not check both of them.
6. If they are greyed out click on "Override Automatic Cookie Handling" and they should now appear. Also check the box for "Always Allow Session Cookies".
7. Click OK.

Other browsers will have similar procedures to allow 3rd Party cookies.

You can return your settings to higher security levels after your session if required.

Off Campus Access via EZproxy

A number of Library services including electronic databases, e-journals, e-reserve (the Course Materials Database) and other resources are restricted to UC staff and students.

EZproxy enables you to access these restricted resources off campus. When accessing these resources, the EZproxy will ask you to authenticate yourself with your staff or student ID and password.

If you are having problems logging in, here are a few pointers:

✓ In the "username" field, type your Student or staff ID number with either a "u" or "s" prefix (e.g. u123456 or s123456).
✓ Do not use your full UC email address
✓ Use the password which you normally use for logging in and reading your UC email.
  Remember: Passwords are case-sensitive!

NOTE: If you have changed your password recently, it may take a few hours for it to synchronise correctly with EZproxy.

Allow one working day for password change requests made via the Helpdesk to be actioned.

Known Problems and Solutions

You may not be able to access restricted resources and services via EZproxy if:

- ✓ The off-campus PC or Mac you are using (e.g. in your workplace) is connected to a LAN and protected by a firewall.
- ✓ You have an Internet Security application on your computer which is blocking the EZproxy. You may need to add www.canberra.edu.au as a trusted site within the application as these applications can block access to certain UC services.
- ✓ If your ISP is filtering your access request via a proxy server: Contact your ISP and ask if they filter access.

General Help

- ✓ General problems with internet access should be reported to your ISP.
- ✓ If you have username or password problems please contact the UC IT Service Desk by Phone on +61 2 6201 5500 or by email at servicedesk@canberra.edu.au
- ✓ Some resources (e.g. MIMS Online) limit the number of simultaneous users. If you can't logon immediately, consider searching another database in the interim and try connecting again later.
- ✓ If you have problems searching individual databases or e-journals, please contact the Library Service Desk or phone 6201 5082 (the help screens of individual databases may also solve your problem).