

# Technical Guide for Remote access

Frequently Asked Questions about using EZ Proxy to access Library resources off campus.

## Login Help

- Who is allowed access?
- I'm having trouble logging in.
- Adjusting the browser settings for login.
- I don't have a login.

## Adjusting Browser Settings

- How to enable cookies
- How to enable Javascript
- How to disable pop-up blocker
- How to clear the cache

## Finding Articles

- How do I access PubMed?
- How do I find full-text articles in PubMed?

## Additional Questions

- Which browser should I use?
- How can I tell which browser I am using?
- Why do I need to enable cookies?
- Why can't I get into EZ Proxy from work?
- Can I download as many articles as I want?

## 1. Who is allowed remote access to the Library's electronic resources?

The Library's licensing agreements restrict remote access to currently enrolled Cleveland students, faculty and staff.

## 2. I'm having trouble logging in. What can I do?

Try the following:

- Make sure to use `firstname.lastname` ONLY for your Cleveland user name.
- Make sure your CAPS LOCK key is not turned on.
- Make sure cookies are enabled on your browser.
- Clear your temporary file cache. For instructions on clearing your cache, [click here](#).

If none of the above works, or you don't know your username and password, e-mail the IT department at: [kcits@cleveland.edu](mailto:kcits@cleveland.edu), or call 913-234-0710.

### **3. Which browser should I use?**

Most browsers are compatible with EZ Proxy, except the AOL browser. Recommended alternatives to the AOL browser are:

Internet Explorer, 6 and higher

Firefox or Mozilla, 1 and higher

Netscape, 4 or 7

Safari, 1 or higher

Opera, 7 or higher

Google Chrome

### **4. How can I tell which browser I am using?**

Click your browser's Help drop-down menu and choose About.

### **5. Do I need to adjust the settings on my browser?**

For EZ Proxy to work, your web browser must be set as follows:

- Cookies must be enabled.
- JavaScript must be enabled.
- Pop-up blockers must be turned off or pop-ups temporarily allowed.
- You may need to clear your temporary internet files, or cache.
- If you have a firewall installed, you may need to disable it temporarily.
- If you are using Google Accelerator, you may need to disable it.

### **6. Why do I need to enable cookies on my browser?**

EZProxy and some journal websites send cookies when you connect to them to verify that you are an authorized user. If you wish, you can disable them when you have finished your EZ Proxy session.

## 7. How do I set my browser to enable cookies?

### Internet Explorer

Go to **Tools** menu, click on **Internet Options**.

Click the **Privacy** tab. Under **Settings**, move the slider to Medium and click OK.

Select **Advanced**, Click to select **Override automatic cookie handling**.

Mark both checkboxes that appear.

Choose "Accept" from the **First-Party Cookies** radio button.

Choose "Accept" from the **Third-Party Cookies** radio button

Click to "Accept" **Always Allow Session Cookies**.

Click **OK** in both dialog boxes

### Firefox for Windows

Click on your **Tools** menu, choose **Options**.

In the dialog box that appears, click the **Privacy** tab.

To enable cookies for all sites, mark the checkbox and click **OK**.

### Firefox for the Mac

Open **Options** dialog box:

Click the **Firefox** menu, then click **Preferences**.

In the left-hand column, click the icon labeled **Privacy**.

Click **Cookies**, then click the option labeled **Allow sites to set cookies**.

Click **OK** to save changes and close the dialog box.

### Safari for the Mac

Within Safari, click the **Safari** menu and choose **Preferences**.

Click the icon labeled **Security**.

To enable cookies:

Set the option labeled "Accept Cookies" to "Always."

Click **OK** to save changes and close the dialog box.

## 8. How do I set my browser to enable Javascript?

### Internet Explorer

From the **Tools** menu select **Internet Options**.

Click on **Security** tab. Click the **Custom Level** button.

Under scripting, select "Enable" for all choices.

Click **Ok** twice and refresh your browser.

### Firefox for Windows

Click on your **Tools** menu, choose **Options**.

Select **Content** icon.

Check "Enable Java."

Check "Enable Javascript".

### Firefox for the Mac

From the **Firefox** menu, select **Preferences**.

Click **Content**.

Check "Enable JavaScript" and "Enable Java."

### Safari for the Mac

From the **Safari** menu select **Preferences**.

Click on the **Security** tab.

Check the box next to "Enable JavaScript."

Save the settings and close the **Preferences** window.

## 9. How do I turn off the pop-up blocker on my browser?

If you have clicked on a link and nothing happens, your browser may have a pop-up blocker preventing a new window or tab from opening. Follow the steps below to turn it off.

### Internet Explorer 9

From the **Tools** menu select **Internet Options**

Click on the **Privacy** tab.

Uncheck **Turn on Pop-up Blocker**.

### Internet Explorer 6 - 8

In the **Tools** drop-down menu, choose **Pop-up Blocker**.

Choose **Turn Off Pop-up Blocker**.

### Firefox for Windows

In the **Tools** drop-down menu, choose **Options**.

Choose the **Content** tab.

Uncheck **Block pop-up windows**.

### Firefox for the Mac

From the **Firefox** menu select **Preferences**.

Choose the **Content** button.

Uncheck **Block Pop-up Windows**.

### Safari for the Mac

From the **Safari** menu select **Preferences**.

Click on **Security** at the top of the window.

Check the box **Block pop-up windows** to enable this feature.

## 10. How do I clear the cache on my browser?

Your browser's cache may be sending old or incorrect data to the server, which can lead to failed logins. Clearing your cache can fix this. However, be aware that clearing your cache will clear all your passwords for e-mail, bank accounts, etc.

### Internet Explorer 9

Click the **Tools** menu. Select **Safety**.

Click **Delete Browsing History**.

### Internet Explorer 7- 8

Click the **Tools** menu. Select **Internet Options**.

Under the **General** Tab, go to the **Browsing History** section.

Click **Delete**.

### Internet Explorer 6

Click the **Tools** menu. Select **Internet Options**.

Click the **General** tab.

In the **Temporary Internet Files** section click **Delete Files**.

Click **OK** to close the **Internet Options** window.

### Firefox 3.5 for Windows

In Firefox, click the **Tools** menu.

Select **Clear Recent History**.

Under "Time Range to Clear," select **Everything**.

Select the "Details" checkbox.

Select the "Cache" checkbox. Click **Clear Now**.

### Firefox 3 for Windows

In Firefox, click the **Tools** menu.

Select **Clear Private Data**.

Select the **Cache** checkbox.

Click **Clear Private Data Now**.

### **Firefox 2 for Windows**

In Firefox, click the **Tools** menu. Select **Options**.

Select **Advanced**. Click the **Network** tab.

In the **Cache** section, click **Clear Now**. Click **Ok**.

### **Firefox 3 and 3.5 for the Mac**

Click the **Firefox** Menu. Select **Preferences**.

Select **Advanced**. Click the **Network** tab.

In the **Offline Storage** section, click **Clear Now**. Click **Ok**.

### **Firefox 2 for the Mac**

Click the **Firefox** menu. Choose **Preferences**.

Select **Advanced**. Click the **Network** tab.

In the **Cache** section, click **Clear Now**. Click **Ok**.

### **Safari for the Mac**

In the **Safari** drop-down menu, choose **Reset Safari**.

In the **Reset Safari** window, ensure that the following boxes are checked:

**Empty the cache**

**Remove all cookies**

**Remove saved names and passwords**

**Remove other AutoFill form text**

The other boxes may be checked, but are not required.

Click the **Reset** button.

## 11. Why can't I get into EZ Proxy from the computer at my job?

Your workplace may have a security firewall that blocks your remote access. If you get the message, "This page cannot be displayed," it is probably due to a firewall. You will need to use a computer that is not on your workplace network, or contact the IT staff at your workplace for assistance.

## 12. Can I download as many articles as I want?

Publishers prohibit excessive downloading of content, and do not allow users to distribute or post content in any form without written permission. Publishers do monitor online activity and will terminate our access if they identify activity that violates our license agreements.

Users must view the "Responsible use of Online Resources" statement before signing in. Excessive downloading and other license violations can cause the Library's access to the resource to be terminated.

## 13. How do I access PubMed through EZ Proxy?

After signing into EZ Proxy, select "PubMed" where it appears on the database menu. You will have proxied access to the Library's journal subscriptions and free full-text articles.

## 14. How do I know which articles in PubMed are available to me in full text?

Search results are filtered in the upper right-hand corner of the screen. The **Ruth R. Cleveland Memorial Library** filter sorts search results that are available through Library subscription. The **Free Full Text** filter sorts search results that are available free online.

To link out to the full text of an article, click on the citation to display the abstract. Links provided through the Library's subscriptions are identified with a Cleveland Chiropractic button. Links provided to free full text are identified by a publisher's button that usually include the words "free" or "open access."

**Note: Due to licensing restrictions, the following journals are available on campus but are NOT available remotely:**

American Journal of Roentgenology

Annals of Internal Medicine

Archives of Dermatology

Archives of Internal Medicine

Archives of Neurology

Diabetes

JAMA -- Journal of the American Medical Association