Information Commons

Library Databases: Troubleshooting Tips

Follow the tips below if you are having trouble accessing one of the online library databases.

Tip 1: Make sure you are using the correct username and password

When logging into the library databases, be sure to use your Buffalo State username and password. This is the same username/password that you use to access ANGEL and campus computers. A few things to keep in mind:

- Make sure you're using your Buffalo State username/password NOT your Banner ID.
  - o Students: if you don't know your username, you can look it up here: https://bscintra.buffalostate.edu/accounts/userlookup.asp.
  - o Faculty/Staff: your username is the first six letters of your last name, followed by first and middle initials.
- If you are a new student or employee, your default password must be changed before accessing the library databases:
  - o Students: your default password is your DOB in MMDDYY format (e.g. 012080).
  - o Faculty/Staff: your default password is your DOB in the MONDDYYYY format (e.g. JAN011968).
  - o Your password can be changed here: https://chngpwd.buffalostate.edu
- If you've already changed your password, confirm that you can logon to your ANGEL account. If you can't, you won't be able to access the library databases either. You'll need to contact the Computing Help Desk (Butler Library 147; 716-878-4357) to have your password reset.

Tip 2: Many workplaces have firewalls that block access to Web sites

Many workplaces, including some local schools, have firewalls that block access to a wide range of Web sites (including ours!). If you're having trouble connecting to a library database from work (i.e. "page cannot be displayed"), you'll need to check with your employer's IT department to find out if outside sites are blocked. If they are blocked, you can ask them to "whitelist," or allow, the following site: http://library.buffalostate.edu/.

Tip 3: Try accessing a different database

If you are having trouble accessing a particular database, try accessing a database from a different vendor/company. For example, if you cannot get into Academic Search Complete (EBSCOhost), try getting into another database like JSTOR. If you can get into one but not another, this might indicate a problem with the database. If this is the case, please contact either the library's Reference Desk (Butler Library 147; 716-878-6300) or the database administrator, Al Riess (716-878-6320 or riessaf@buffalostate.edu).

> **Note on EBSCOhost Databases (including Academic Search Complete, ERIC, PsycINFO, SocINDEX with Full Text):** You must access EBSCOhost databases through our library Web page. If you attempt to access an EBSCOhost database from off campus by going directly to web.ebscohost.com, you will not be recognized as a Buffalo State user, and therefore won't be permitted to access their site.

Tip 4: Try using a different browser

If you are having trouble accessing the library databases, try using a different browser. For example, if you normally use Internet Explorer and are experiencing issues, try using Chrome or Firefox (or Safari if you are a Mac user).

Tip 5: Clear your browser cache/history

In some cases, you may have to clear your browser's cache/history. Follow the steps for your browser:

Browser	Steps
Internet Explorer	*Tools > Internet Options* and click *Delete* under *Browsing history*
Firefox (PC)	*Firefox > History > Clear Recent History > switch time range to Everything > Clear Now*
Firefox (Mac)	*Tools > Clear Recent History > switch time range to Everything > Clear Now*
Chrome	Click *Wrench* icon on toolbar > *Tools > Clear browsing data > Clear browsing data*
Safari	*History > Clear History > Clear*

> **Note** You can also clear your browser history by pressing *Ctrl+Shift+Delete*.

Tip 6: Adjust your browser security settings

If the steps in Tip 5 don't work, try adjusting your browser security settings. Follow the steps below:

Browser	Steps
Internet Explorer	• *Tools > Internet Options > Privacy* tab and drag the slider to *Medium* • *Tools > Internet Options > Privacy* tab, click Sites and allow *buffalostate.edu*
Firefox (PC)	*Firefox > Options > Privacy* tab and select *Remember history* from the drop-down menu
Firefox (Mac)	*Firefox > Preferences > Privacy* tab and select *Remember history* from the drop-down menu
Chrome	Click *Wrench* icon on toolbar > *Options* (*Preferences* on Mac and Linux) > click *Under the Hood* tab > click Content settings in the *Privacy* section > Click the *Cookies* tab > make sure *Allow local data to be set* is selected
Safari	*Safari > Preferences > Privacy* tab and select *Never* under *Block cookies*