

Trouble shooting problems with off-campus use of the Mott Library's Online Resources

To successfully connect to the Mott College Library's Online Resources;

- You must be a **currently** enrolled student to be able to access the Online Resources
- You must have access to the 14 digit number, above the barcode on the front of your Mott College ID card
- The computer clock on the lower, right-hand side of the screen must be reasonably correct (within a few minutes)
- An up-to-date Internet browser; **Mozilla Firefox, Internet Explorer** or **Google Chrome** must be installed on your computer

Most common problem....

When logging in to "Online Resources", on the blue, left-hand side of the screen you only see the "Research Central" database, no databases, or the message "No Authorized Links."

To fix this problem, you need to clear the cookies and temporary Internet files from your browser...

1. **Internet Explorer** Tools – Internet Options –Under "Browsing History" click on delete-except for the top box, make sure all boxes are checked and click delete
2. **Mozilla Firefox** Tools – Options – Click on "Clear all Current History"-check all boxes and click on "Clear Now"
3. **Google Chrome** Click on Tool (wrench) icon, upper right hand part of screen-Options-Under the Hood-Clear browsing data-choose "beginning of time" and click on all boxes-Clear browsing data

The "Finished" button. You must click "Finished" to end your session. You will stay authenticated until you end your session. This may lead to problems in the future when you try to use the "Online Resources."