

## Database Access Troubleshooting

The information provided below typically resolves database access problems. Please do not hesitate to contact Library Services to request assistance.

### Do you have the current Remote Access userids and passwords?

- The remote userids and passwords (logins) for EBSCO and Ovid are subject to change **without notice** for security purposes. A login should not be necessary when resources are accessed via the CoxHealth Intranet. A link to the current userids and passwords is located on the Library's Department Intranet page and on the Library's website (you must be on the CoxHealth computer network to access). Please contact Library Services with any problems accessing resources.  
*Note: Not all mobile browsers will display the same so it may be necessary to use a different browser.*

### Are you typing in the user id and password correctly?

- Passwords are case-sensitive and must be entered exactly.  
*Hint: Copy and paste login information from the information provided on the Library's Department Intranet page.*

### Has your computer stored a previous password?

- Computers will sometimes remember old passwords and cookies can store old information that may interfere with access. It may be necessary to clear the browser's cache and cookies.



Clear cache: <http://www.wikihow.com/Clear-Your-Browser's-Cache>

Delete cookies: <http://www.wikihow.com/Clear-Your-Browser's-Cookies>

### Are you at a location such as the public library, college or university that may also subscribe to EBSCO/Ovid resources?

- If you are at a location with a subscription to EBSCO, you might be picking up that location's subscription instead of Cox's subscription.  
Try the following by-pass link:  
<http://search.ebscohost.com/login.aspx?authtype=uid&profile=ehost>.
- If the userid and password does not work, employees should see the Library's Intranet page for the current information. Please contact the Library Services with any problems accessing resources.

## Recommended Software/Settings for Library Databases:

Recommended Browsers		
	<ul style="list-style-type: none"> <li>✓ Microsoft Edge</li> <li>✓ Google Chrome (Latest version preferred)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Firefox (Latest version preferred)</li> <li>✓ Safari 7 or later</li> <li>✓ Safari Mobile 5 or later</li> </ul>
	<ul style="list-style-type: none"> <li>✓ Google Chrome (Latest version plus one previous version)</li> <li>✓ Microsoft Edge (Latest version plus one previous version)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Safari (Latest version plus one previous version)</li> <li>✓ Firefox (Latest version plus one previous version)</li> </ul>
<p>These are the recommended browsers for your laptop/desktop computer; not all mobile browsers will display the same so you may need to try different browsers to find the best one for your device.</p>		
Javascript Must Be Enabled		
<ul style="list-style-type: none"> <li>• <b>How do I know if Javascript is enabled?</b> See: <a href="http://www.whatsmybrowser.org/">http://www.whatsmybrowser.org/</a> <i>Scroll down to "Browser Details" and see "Javascript enabled".</i></li> <li>• <b>How do I enable Javascript?</b> See directions for enabling Javascript: <a href="https://www.wikihow.com/Enable-JavaScript">https://www.wikihow.com/Enable-JavaScript</a></li> </ul>		
Cookies Must Be Enabled		
<ul style="list-style-type: none"> <li>• <b>How do I know if cookies have been enabled?</b> See: <a href="http://www.whatsmybrowser.org/">http://www.whatsmybrowser.org/</a> <i>Scroll down to "Browser Details" and see "Cookies enabled".</i></li> <li>• <b>How do I enable Cookies?</b> See directions for enabling cookies: <a href="http://www.wikihow.com/Enable-Cookies-in-Your-Internet-Web-Browser">http://www.wikihow.com/Enable-Cookies-in-Your-Internet-Web-Browser</a></li> </ul>		
Pop-Up Blocker May Need to Be Disabled		
<ul style="list-style-type: none"> <li>• If pop-up blocker is on, Ovid may not allow access. It is necessary to either turn it off or add <b>ovidsp.tx.ovid.com</b> to the exceptions list.</li> <li>• To turn off the pop-up blocker or add a site to the exceptions list for the recommended browsers see: <a href="http://www.wikihow.com/Disable-Popup-Blockers">http://www.wikihow.com/Disable-Popup-Blockers</a></li> </ul>		
Personal Firewall May Need to Be Turned Off		
<ul style="list-style-type: none"> <li>• Sometimes a personal firewall may block access to Cox's subscription databases. If that is the case, turn off the firewall or add the databases to the exceptions list.</li> </ul>		