

Database Access Troubleshooting

The information provided below typically resolves database access problems. Please do not hesitate to contact the CoxHealth Libraries to request assistance.

Do you have the current semester's userids and passwords?

- The userids and passwords (logins) for EBSCO and Ovid changes each semester per licensing agreements. A login should not necessary when resources are accessed via the Library tab in the Student Portal. If prompted for a login, students should see the main menu of the Library Resources page. Please contact the libraries with any problems accessing resources.
Note: Not all mobile browsers will display the same so you may need to try different browsers to find the best one for your device.

Are you typing in the user id and password correctly?

- The password is case-sensitive so it must be entered exactly.
Hint: Copy and paste login information from the e-mail provided by the library.

Has your computer stored a login or other information from a previous semester?

- Computers will sometimes remember old passwords; therefore, it may be necessary to clear the browser's cache. In addition, your cookies may store old information in them that may interfere with your access so you might want to delete them also.
- Each browser is different, but here are the directions to do to this for the recommended browsers: <http://www.wikihow.com/Clear-Your-Browser's-Cache>
- Each browser is different, but here are the directions to delete your cookies for the recommended browsers: <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 prompted for a login, students should see the main menu of the Library Resources page. Please contact the libraries with any problems accessing resources.

Are you unable to access library resources through the Student Portal?

- If you are having trouble getting to the library resources through the Student Portal try using a different browser (i.e. Internet Explorer, Firefox, GoogleChrome, etc.)

Recommended Software/Settings for Library Databases:

1. Recommended Browsers	
	<ul style="list-style-type: none"> ✓ IE 9.0 or later (TLS 1.2 enabled) ✓ Google Chrome (latest version preferred) ✓ Firefox (latest version preferred) <ul style="list-style-type: none"> ✓ Microsoft Edge ✓ Safari 7 or later ✓ Safari Mobile 5 or later
	<ul style="list-style-type: none"> ✓ IE 10.0 or later ✓ Google Chrome (latest version preferred) <ul style="list-style-type: none"> ✓ Safari (latest version preferred) ✓ Firefox (latest version preferred)
<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>	
Java Must Be Enabled	
<ul style="list-style-type: none"> • How do I know if Java is Enabled? See: http://www.whatsmybrowser.org/ <i>Scroll down to "Browser Details" and see "Javascript enabled".</i> • How do I enable Java? See directions for enabling Java: http://java.com/en/download/help/enable_browser.xml 	
Cookies Must Be Enabled	
<ul style="list-style-type: none"> • How do I know if cookies have been enabled? See: http://www.whatsmybrowser.org/ <i>Scroll down to "Browser Details" and see "Cookies enabled".</i> • How do I enable Cookies? See directions for enabling cookies: http://www.wikihow.com/Enable-Cookies-in-Your-Internet-Web-Browser 	
Pop-Up Blocker May Need to Be Disabled	
<ul style="list-style-type: none"> • If pop-up blocker is on, Ovid may not allow access. It is necessary to either turn it off or add ovidsp.tx.ovid.com to the exceptions list. • To turn off the pop-up blocker or add a site to the exceptions list for the recommended browsers see: http://www.wikihow.com/Disable-Popup-Blockers 	
Personal Firewall May Need to Be Turned Off	
<ul style="list-style-type: none"> • 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. 	