

Having trouble connecting to a database from the NCC Mack Library website?

GENERAL THINGS TO KEEP IN MIND

- Double-check to make sure that you are using the correct NCC user ID and password. Log into SpartanNet or Blackboard to make sure. If you can't log in, contact the Records Office. You won't be able to access the Library databases without this information
- If you are having trouble accessing one of the databases, but you can still get into others, it's possible that the issue is with the company that provides the database. Try another database if possible, or try again later. It would be helpful if you would notify the Library if you can't get in after waiting a while.
- It's almost always best to have the most up-to-date version of the browser, and all security and product updates installed.
- Once you log in one time using your NCC name and password, you won't be required to enter it again to access the databases, *as long as you haven't closed the browser*. It's single-login per browser session.
- *If you are using an earlier version of the Internet Explorer or Firefox browsers listed here, the steps are basically the same, but you may have to take a slightly different route to doing them.*

STEPS FOR THE INTERNET EXPLORER AND FIREFOX BROWSERS

INTERNET EXPLORER (ver. 8)

1) You might have an expired cookie in your browser cache. Clear the cache and ALL cookies from your browser to start from scratch. Use these steps:

- Go to Tools / Internet Options / General
- Under Browsing history, click Delete
- Make sure that Temporary Internet Files, Cookies, and History are checked.
- Click Delete. When it's done click OK.
- Close Internet Explorer and then open it again

2) Next, log into SpartanNet just to make sure that your login and password are working. The link to SpartanNet is <http://www.northampton.edu/Student-Logins.htm>

3) Once you successfully logged in to SpartanNet, jump over to the Library's website and try to get into a library database. At this point, you shouldn't even be asked for a login/password, *as long as you still have the same browser session open*. You should get right in.

4) If you still can't get in, you should wait about 5-10 minutes and try again. Once in a rare while, the database server can have a temporary issue, and it can take about this long to resolve the problem. This shouldn't happen very often, though.

Also, if you *can* get into *other* databases on the Library's list, chances are that the one you are trying to get into is having an outside issue. Try another database for your search, or wait and try again later after the issue has been resolved.

5) After this, if you still can't get in, you should contact the NCC Helpdesk. Besides the technical stuff, it's also just possible that you aren't in the user database for some reason. Comp. Services can add you back if this is the case. The phone number for the Helpdesk is 610-861-5413.

FIREFOX (ver. 3.6.10)

Note: as of 10/2010, when you click on a database on the Library's homepage in Firefox, you may see a message that says "This Connection is Untrusted". Just click "I understand the risks". Then click "add exception". Wait a few seconds and click "confirm security exception". After that, you should be prompted to put in your NCC name and password. This is a temporary issue.

1) You might have an expired cookie in your browser cache. Clear the cache and ALL cookies from your browser to start from scratch. Use these steps:

- Go to Tools / Options / Privacy
- Click Clear All Current History
- Make sure that Browsing & Download History, Cookies, and Cache are checked.
- Click Clear Now. When it's done click OK.
- Close Firefox and then open it again

2) Next, log into SpartanNet just to make sure that your login and password are working. The link to SpartanNet is <http://www.northampton.edu/Student-Logins.htm>

3) Once you successfully logged in to SpartanNet, jump over to the Library's website and try to get into a library database. At this point, you shouldn't even be asked for a login/password, *as long as you still have the same Firefox session open*. You should get right in.

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Also, if you *can* get into *other* databases on the Library's list, chances are that the one you are trying to get into is having an outside issue. Try another database for your search, or wait and try again later after the issue has been resolved.

5) After this, if you still can't get in, you should contact the NCC Helpdesk. Besides the technical stuff, it's also just barely possible that you aren't in the user database for some reason. Comp. Services can add you back if this is the case. The phone number for the Helpdesk is 610-861-5413.