

# Remote Access to Library Databases

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The Library subscribes to many online databases, including indexes to journal, magazine and newspaper articles. Only current UW-Eau Claire students, faculty and staff may connect to these databases from outside the library due to licensing restrictions. You can reach these subscription databases through the library's web page ([www.uwec.edu/library/](http://www.uwec.edu/library/)). Under **Research** click on **Find Articles**.

## Connection to Library Databases from Off-Campus

When you first click on a link to a subscription database, you will be prompted for a username and password to verify that you are a current UWEC student, faculty or staff member.

1. In the username box, enter your UWEC username (example: jonesja)
2. In the password box, enter your password (example: uwec?1234)  
(Use the lowercase uwec followed by a ? question mark and then your 4-digit PIN number. No spaces.).  
*Note:* if you have changed your PIN number to another password, you must use that password instead. You should now have access to all the databases on our library Website.

## Troubleshooting

### Check your settings:

- Turn off the autocomplete feature in IE:  
Tools→Internet options→Content  
→Autocomplete→Clear Passwords.  
(You may also want to make sure that the checkbox is not selected for “Use Autocomplete for username and passwords on forms”).
- Turn off any filtering program that filters out certain Web content.
- Empty your computer's memory and disk cache, and set as follows:
  - **IE:** Tools→Internet Options→General→Temporary Internet files→Settings. Select “Check for newer versions of stored pages every visit to the page”
  - **Netscape:** Edit→Preferences→Advanced→Cache. Select “Document in cache is compared to document on network every time”

### Usernames, passwords and PINS:

#### Passwords/PINs

- If you have changed your PIN number to another password, you *must* use that password.
- If you don't know your PIN number or password, contact Registration Services at (715) 836-2425 or by email at [registration@uwec.edu](mailto:registration@uwec.edu)
- For more on passwords, see <http://www.uwec.edu/helpdesk/password.htm>

#### Usernames

- Usernames are usually (but not always) the first 6 letters of your last name, followed by your first initial and middle initial :  
(e.g., Wile E. Coyote's username would be coyotewe).
- If you don't know your username, you can look it up in the UWEC web directory at <http://phonebook.uwec.edu>. Or contact the LTS Help Desk at (715) 836-5711 or by email at [helpdesk@uwec.edu](mailto:helpdesk@uwec.edu)



**ISP incompatibility:**

Some companies or institutions have security devices, such as firewalls, which may interfere with the use the Library's remote access service. Contact your institution's technology support staff.

**Other questions or problems:**

Please contact the **Reference Desk** at [library.reference@uwec.edu](mailto:library.reference@uwec.edu) or (715) 836-3858.

**Note on using the Library Catalog from Off-Campus:**

Anyone may search the Library's online catalog (on the Library's homepage, [www.uwec.edu/library](http://www.uwec.edu/library)) from off-campus by clicking on the "Guest" link when prompted.

However, a few catalog records contain links to subscription databases. In order to use these catalog links to subscription databases from outside the library, you must choose the option to login to the catalog rather than choosing the Guest option.