

Getting Connected from Off Campus

Simply go to the library's [Finding Articles & Journals](#) page, click on the database you want, and enter your login information.

If you previously configured your browser for library access, please [deactivate the settings](#).

Tips for off-campus access:

- [Security Warnings](#)
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Troubleshooting:

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For other questions, please call the Reference Desk at 909 537 5091.

Security Warnings

When you first log in to ILLiad (our Interlibrary Loan system), you will probably receive a message from your web browser about security. There is no security danger to your computer! Tell the browser that you want to proceed. Internet Explorer version 7 offers a particularly dire-sounding warning; you must click "Continue to this website (not recommended)."

To make the security warning go away permanently, [install the CSUSB Root Certificate](#).

The library's article database log-ins no longer prompt any security messages.

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PDF Files & Acrobat Reader

If you do not already have [Adobe Acrobat Reader](#) software installed on your computer at home, download it free. Many of the library's databases offer documents in PDF format, which requires Acrobat Reader for viewing or printing. **PDF documents can be slow to download; please be patient when downloading them at home!**

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Troubleshooting

Common Log-in Problems and Solutions:

Wondering what number to use? Read: [Transition to Coyote ID](#)

You may have typed your number or name incorrectly.

What to do:

Check for typos. Do not capitalize. Make sure your caps lock is off. Use your last name only; do not include your first initial.

You may have a compound last name.

What to do:

Last name is hyphenated: type the entire last name, including the hyphen, without spaces.

Example: Last name is "Hernandez-Chang", type: **hernandez-chang**

Last name is more than one word separated by spaces: type only the first word.

Example: Last name is "Te Kanawa", type: **te**

Last name has a period or other punctuation: include it as part of the word.

Example: Last name is "St. Clair", type: **st**. (note it includes the period, but not the second word)

Example: Last name is "O'Connor", type: **o'connor**

You may have library fines or other holds on your record.

What to do: Contact the Pfau Library Circulation Desk (909-537-5090) to inquire about overdue fines or other holds on your record.

You may not be an eligible user.

Only current CSUSB students, faculty, staff members, and CSUSB emeriti faculty are eligible to use the library's databases from off campus. Please note that alumni and Library Associates are not eligible for off-campus database access; we regret any inconvenience this may cause.

Still Having Problems? Please contact the Reference Desk, 909 537 5091.

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AOL Users

You should be able to use the AOL web browser to access all of the library's databases. (A possible exception is **Factiva**, which is compatible only with Internet Explorer 5.01 or higher.) AOL users may occasionally see messages indicating "page not found" or "page not available" when they first attempt to get into one of the library's databases. If this happens, use your "Back" button to return to the library's page and click on the database link again.

If the AOL browser gives you consistent problems, try switching to the Internet Explorer browser. Simply dial up your AOL connection as usual, then open Internet Explorer. You can find Internet Explorer in your **Start** menu under **Programs**, or look for the icon (a blue letter "e") on your computer's desktop.

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Cookies & Java Script

In order to log-in, your browser must be enabled to accept cookies. Browsers accept cookies by default, so if you have changed this setting, reset it to the default. The library's databases also require browsers that are Java Script enabled. Most browsers are Java Script enabled by default, so if you have changed this setting, reset it to the default.

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Personal Firewalls

If you have a personal firewall installed on your computer and you have trouble logging into the library's databases, try temporarily disabling your firewall program to see if this fixes the problem. (This might apply if you have DSL, a cable modem, a satellite modem, or a home network.)

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Filtering Software

Web filtering or "parental control" software (such as NetNanny or CyberSitter) can sometimes block access to library databases. If you have trouble reaching the library's databases, try turning off your filtering software to see if this fixes the problem.

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Deactivating Your Old Library Browser Settings

If you previously configured your browser for library access, please deactivate the settings, or you will be asked to log in twice. You do not need to follow these instructions if you never configured your browser for library access!

- [Deactivate settings for Netscape.](#)
 - [Deactivate settings for Internet Explorer.](#)
 - [Deactivate settings for Macintosh.](#)
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Netscape Users

Find out what version your Netscape browser is by clicking on **Help** on the menu bar. Then click either **About Netscape** or **About Communicator** Which version of Netscape do you have?

[I have Netscape 3.*](#)

[I have Netscape 4.*, 6.2, or 7.*](#)

Netscape version 3.*

Follow these steps on your browser's menu bar:

1. Click **Options**
2. Click **Network Preferences**.
3. Click **Proxies**.
4. Under **Automatic Proxy Configuration** delete the URL **http://refnetserv.lib.csusb.edu/conf.pac**
5. Mark the option for **No Proxies**.
6. Click **OK**.

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Netscape versions 4.*, 6.2, and 7.*

Follow these steps on your browser's menu bar:

1. Click **Edit**.
2. Click **Preferences**.
3. Double-click **Advanced**.
4. Click **Proxies**.
5. Under **Automatic Proxy Configuration** delete the URL **http://refnetserv.lib.csusb.edu/conf.pac**
6. Mark the option for **Direct Connection to Internet**
7. Click **OK**.

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Explorer Users

Find out what version your Explorer browser is by clicking on **Help** on the menu bar. Then click on **About Internet Explorer**. Which version of Explorer do you have?

[I have Explorer 4.*](#)

[I have Explorer 5.* or 6.*](#)

Explorer version 4.*

Follow these steps on your browser's menu bar:

1. Click **View**.
2. Click **Internet Options**
3. Click **Connections**
4. Click **Configure**
5. Delete the URL <http://refnetserv.lib.csusb.edu/conf.pac>
6. Click **OK**, then click **OK** again..

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Explorer versions 5.* and 6.*

Follow these steps on your browser's menu bar:

1. Click **Tools**.
2. Click **Internet Options**
3. Click the **Connections** tab.
4. Under **Dial up and Virtual Private Network Settings**, click on your dial-up internet connection to highlight it.
5. Click **Settings**.
6. Under **Automatic Configuration** uncheck the box "Automatically detect settings."
7. Delete the URL <http://refnetserv.lib.csusb.edu/conf.pac> and uncheck the box "Use automatic configuration script."
8. Click **OK**.
9. Click on **Lan Settings**.
10. Under **Automatic Configuration** uncheck the box "Automatically detect settings."
11. Delete the URL <http://refnetserv.lib.csusb.edu/conf.pac> and uncheck the box "Use automatic configuration script."
12. Click **OK**.
13. On the Internet Options display, click **OK**.

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Macintosh Users

Netscape versions 4.*, 6.2, or 7.*

Follow these steps on your browser's menu bar:

1. Click **Edit**.
2. Click **Preferences**.
3. Go to **Advanced Options**
4. Click **Proxies**.
5. Under **Automatic Proxy Configuration** delete the URL <http://refnetserv.lib.csusb.edu/conf.pac>
6. Mark the option for **Direct Connection to Internet**
7. Click **OK**.

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