

3 Why am I unable to login and access the online databases?

The reason could be any one of the following:

3.1 Firewall

Firewall is a system designed to prevent unauthorised access to a computer or network that is connected to the Internet. It is a method to keep your computer or network secure.

If you have installed Internet Security software on your home computer, you may need to temporarily disable it when accessing our library online databases and library online catalogue.

(a) Norton Internet Security

- Open **Norton Internet Security**.
- On the left side of the window, click **Internet Status** and then click **Current Status**.
- In the Current Status window, click **Disable**.

(b) Norton Personal Firewall

- Open **Norton Personal Firewall**
- On the left side of the window, click **Internet Status** and then click **Current Status**
- In the Current Status window, click **Disable**

Alternatively, you can disable Norton Personal Firewall by doing a right-click on the Norton Personal Firewall icon located at the bottom of the taskbar and select disable.

(c) Windows XP

If you are using Windows XP, it has an Internet connection "firewall" that is turned on by default, and you may need to temporarily turn this feature off.

- In the **Control Panel**, double-click **Network and Internet Connections**
- Click on **Network Connections**
- Open the **Network Connections** folder, right click the desired connection, and then click **Properties**.
- Click the **Advanced** tab, and remove the check from **Protect my computer and network**
Click **Yes** at the dialog window that asks you to confirm your decision to disable the firewall.

<http://www.microsoft.com/windowsxp/using/networking/learnmore/icf.mspix>

(d) McAfee Internet Security

- Right-click the McAfee icon
- Point to **Personal Firewall** and then click **Options**
- Click the **Security** tab
- Set the Security Level by moving the slider to the desired level
- Set **Access** to **Low**
- Click **OK** to save changes

3.2 Accept Cookies

Some web sites store information in a small text file on your computer. This file is called a cookie. There are several types of cookies, and you can choose whether to allow some, none, or all of them to be saved on your computer. If you do not allow cookies at all, you may not be able to view some of the web sites.

Internet Explorer 5.X

- Open your browser and select Tools from the top menu bar
- Select Internet Options from the dropdown menu
- Select the Security tab
- Click on the globe symbol labelled Internet
- Click on the Custom Level button
- Scroll down the list in the Security settings box to find "Cookies"
- Enable the option Allow cookies that are stored on your computer
- Enable the option Allow per-session cookies
- Click OK
- Click OK

Internet Explorer 6.X

- Open Internet Explorer
- Click "Tools"
- Select "Internet Options"
- Click "Privacy" tab
- Click the "Advanced" button
- Click the checkbox for "Override automatic cookie handling"
- Click the checkbox for "Always allow session cookies"
- Click OK
- Click OK