



Off-campus* Access to Library Research Databases & Online Resources (*also applies to access through mobile devices using data plans)

Trying to access library research databases from home or on a smart device using your data plan? You will be prompted to sign on to the campus network by entering your username and password to gain access.

You must be a current student or employee of Hudson Valley Community College for the current semester to access library databases. Students: your username and password were mailed to you after your tuition is paid. (Passwords are not provided over the phone or by e-mail; you can request a password reset by phone and the College will mail it to you at the primary address you have on file with the Registrar.)

If login is successful, but you continue to encounter problems with access, check the following:

1. Accept Cookies: Make sure your web browser is set to accept cookies. For Internet Explorer: Tools/Internet Options/ Privacy is set to Medium.
2. Make sure you have no Firewall interfering.
3. Turn off pop-up blocker. Many resources use pop-up windows to display the results of a search or to display an article. Turn off pop-up blockers during your library research and then reset when finished.
4. Contact the library during regular business hours at (518) 629-7337 to determine if a database is known to be experiencing technical problems.

For further assistance with sign-in, username/password, or technical problems:

- visit the Computer Learning Center Web site at <http://www.hvcc.edu/clc>
- call the Help Desk at (518) 629-7891
- e-mail clchelp@hvcc.edu
- speak directly with a person available to assist in one of the Computer Learning Centers

Once you successfully access research databases, if you need assistance locating articles or other content on topics of interest, please contact the Dwight Marvin Library:

- Ask a Librarian from <http://library.hvcc.edu/ask>
 - Using the 24/7 chat option
 - By appointment for individual, in-depth assistance with your assignment
 - By email
- Call the Reference Desk at (518) 629-7337
- Speak directly to a librarian in the Writing and Research Center during library hours
- Use tutorials available from our website