1. Try accessing the library’s website through its homepage (http://library.uco.edu), not through UCONNECT.
2. Go to the library’s “Tech Help” page by clicking the link at the very bottom of the library’s home page, or by going to http://library.uco.edu/tech/.
3. Use the “Test your login” link. If there is any problem with your login:
   a) IT provides a page where you can look up your username and change your password:
      http://www.uco.edu/technology/accounts/uconnect.asp
   b) If you cannot use those self-service features, you will need to contact the IT desk for assistance before proceeding with these troubleshooting steps: 974-2255
   c) When you call IT, make sure to notify them of all “statuses” you may have: undergraduate, graduate, faculty, staff, adjunct, etc. Multiple statuses often create account issues.
   d) Check to make sure you can log in to your UCONNECT and UCO email accounts, then try to use the library’s resources again.
4. If you’re still experiencing problems, make sure all other features on the Tech Help diagnostic page (http://library.uco.edu/tech/) are enabled and functioning. Then try to access the library’s resources again.
5. If you’re still experiencing problems, use a different browser. If you have a strong preference in browsers, or if changing browsers does not help:
   a. Clear the cache (Action 1 below).
   b. Enable cookies (Action 2 below).
   c. Add the library’s website as a trusted site (Action 3 below).

Actions

NOTE: The links provided below are highly subject to changes or removal from the Web. In any case, you can always find instructions for customizing browser settings by going to the browser’s support site.

1. Clear Cache:
   NOTE: This action may also be designated as “remove all website data,” “clear browsing history,” or various other commands:
   a. All browsers: http://www.wikihow.com/Clear-Your-Browser%27s-Cache#Safari_for_Mac_OS_X_sub
2. Enable cookies:
   a. Chrome: https://support.google.com/chrome/answer/95647
      i. The instructions are about halfway down this page, under “Use custom settings for history.”
   d. Safari: http://support.apple.com/kb/ph11913
      Note: “Safari does not allow users to customize cookie settings by website.”
3. Add library’s website to trusted sites: https://library.uco.edu and also http://library.uco.edu

   a. **IE:**
      ii. On this page, look under the “Security Zones” section and follow the steps to “Add or remove a site from a security zone.”

   b. **Chrome:**
      i. [https://productforums.google.com/forum/#!topic/chrome/BLOivjDTTW0](https://productforums.google.com/forum/#!topic/chrome/BLOivjDTTW0)

   c. **Firefox:** Does not have an equivalent “trusted sites” system.
      ii. Follow the instructions on this page to check the Security panel of the Options window for any security restrictions that might be impeding off-campus authentication/

   d. **Safari:** Does not have an equivalent “trusted sites” system.
      i. [http://support.apple.com/kb/PH17197](http://support.apple.com/kb/PH17197)
      ii. Follow the instructions to add the library’s home page as a “Top Site.”