Troubleshooting Database Access Problems

If you are having problems accessing databases from on- or off-campus, consider these issues:

- You must be a currently registered student or EC employee to access databases.

- Always access Library subscription databases through Elmira College Library web pages. Do not, for example, Google “JSTOR” or “EBSCO,” in which case you might access the database and some content, but it will not recognize you as an EC user and will require you to pay for the article or other content.

- If you are ever asked to pay for content, don't. There's a problem that needs to be resolved.

- If accessing from off-campus a pop-up window will display that will say, “You appear to be accessing the database from off-campus...” Input your regular EC email address and password, and you will be able to access any database.

- Use your EC credentials to log in from off-campus. If you try too many times with incorrect information, you will get locked out of the system. In that case, wait 20 minutes, or call the IT Help Desk at (607) 735-1915 to unlock your account.

- Call the Library Services Desk at (607) 735-1862 if you need help to solve the access problem, or email Marge Kappanadze at mkappanadze@elmira.edu. Occasionally, there are access problems from the vendor’s end, and we will contact them to resolve the problem.