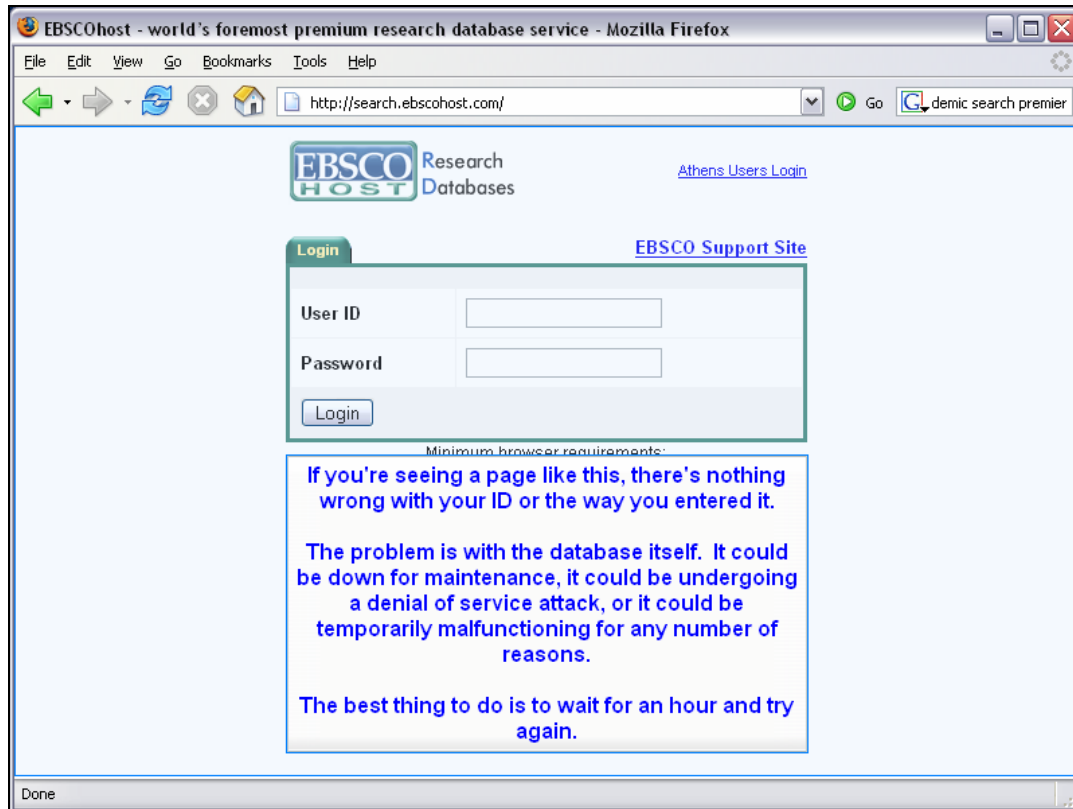


Slide 1

Text Captions: When logging in to a database, you may get a screen that looks like this.

Notice that "hawaii.edu" does not appear in the URL . . .

. . . and that nothing on this page identifies it as being from the Library or from the University of Hawai'i.

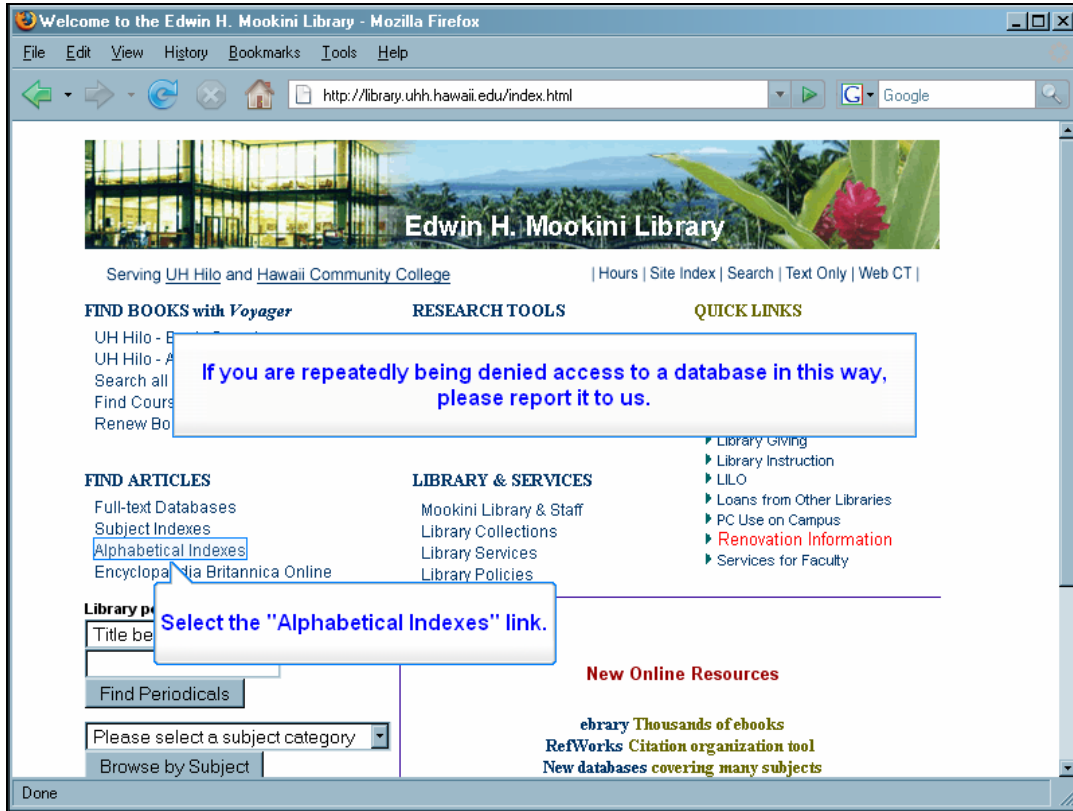


Slide 2

Text Captions: If you're seeing a page like this, there's nothing wrong with your ID or the way you entered it.

The problem is with the database itself. It could be down for maintenance, it could be undergoing a denial of service attack, or it could be temporarily malfunctioning for any number of reasons.

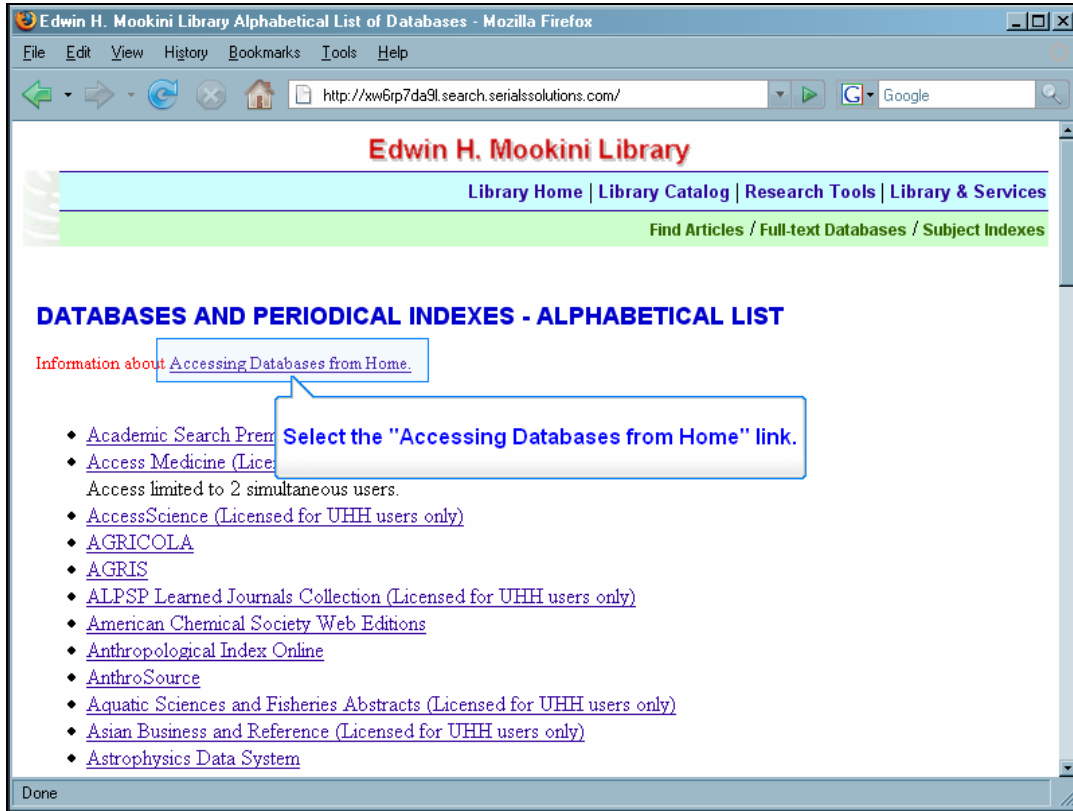
The best thing to do is to wait for an hour and try again.



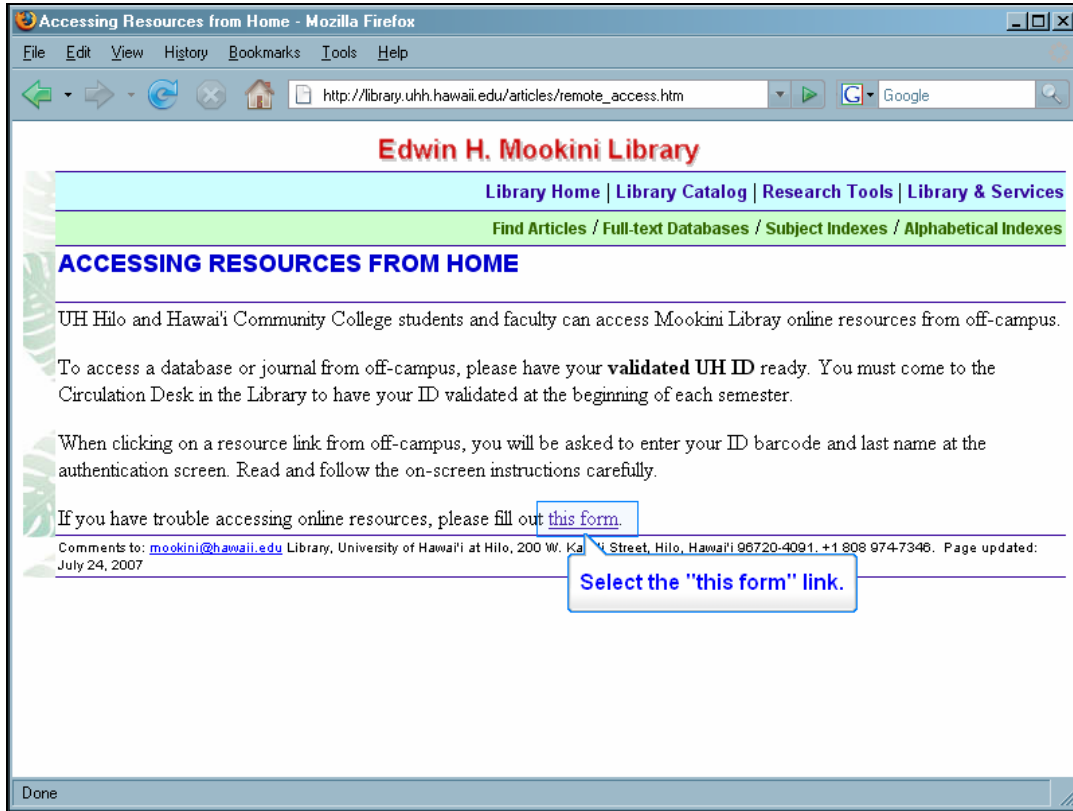
Slide 3

Text Captions: Select the "Alphabetical Indexes" link.

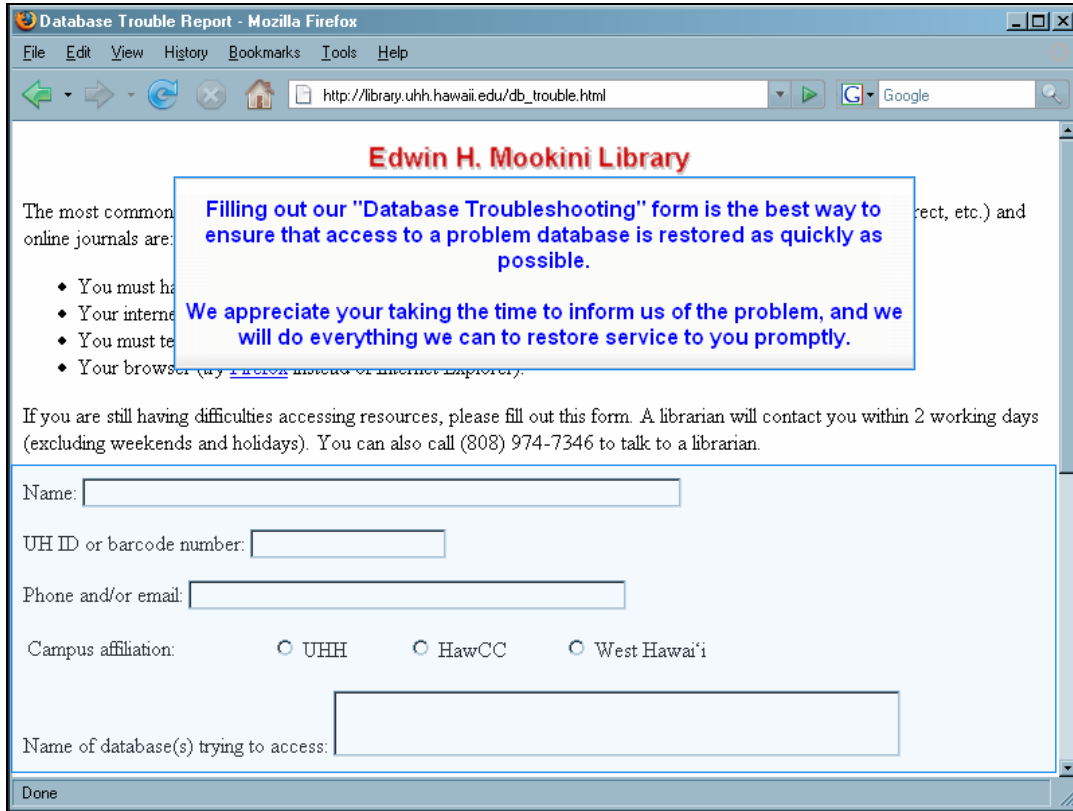
If you are repeatedly being denied access to a database in this way, please report it to us.



Slide 4
 Text Captions: Select the "Accessing Databases from Home" link.

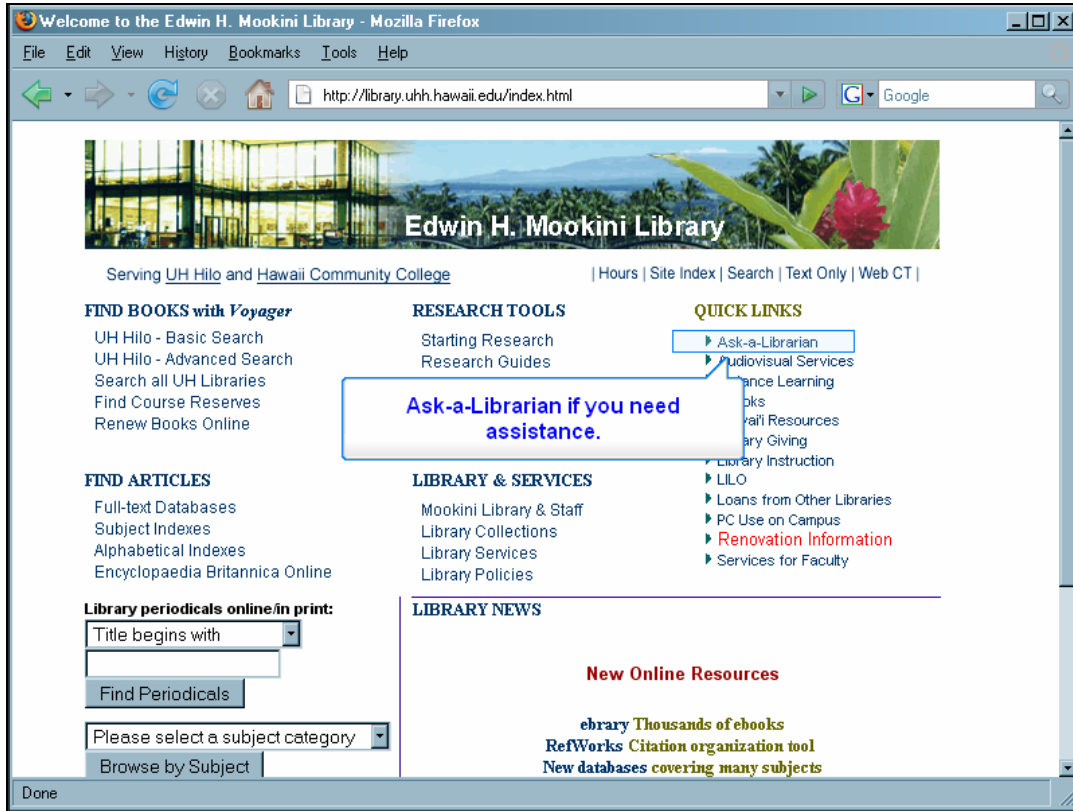


Slide 5
Text Captions: Select the "this form" link.



Slide 6
Text Captions: Filling out our "Database Troubleshooting" form is the best way to ensure that access to a problem database is restored as quickly as possible.

We appreciate your taking the time to inform us of the problem, and we will do everything we can to restore service to you promptly.



Slide 7
Text Captions: Ask-a-Librarian if you need assistance.