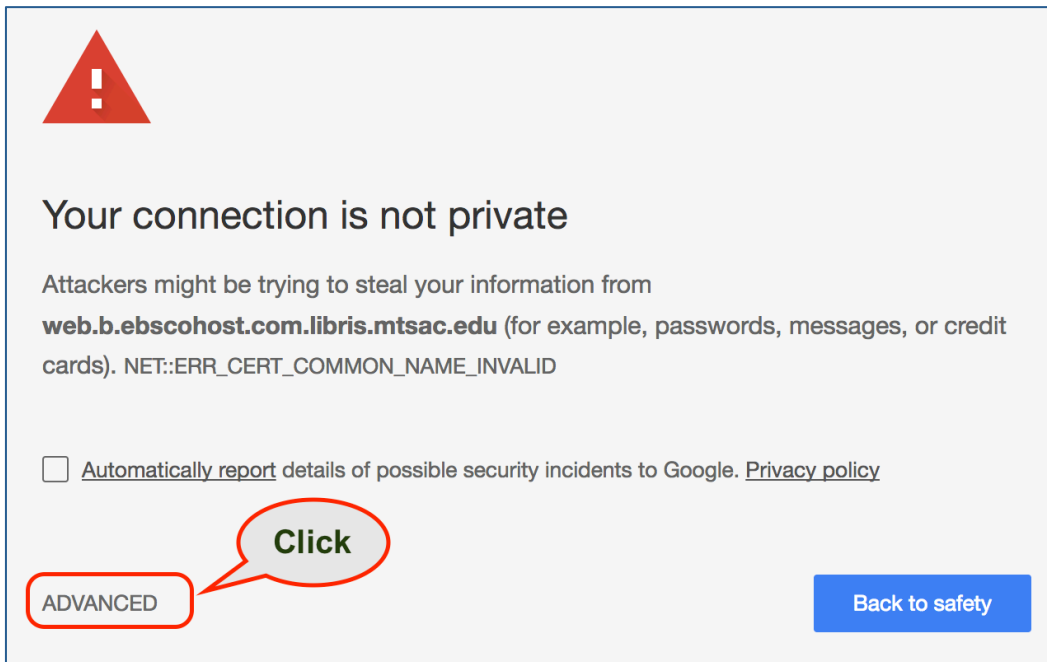


Remote Access to Library Online Databases Troubleshooting Tips

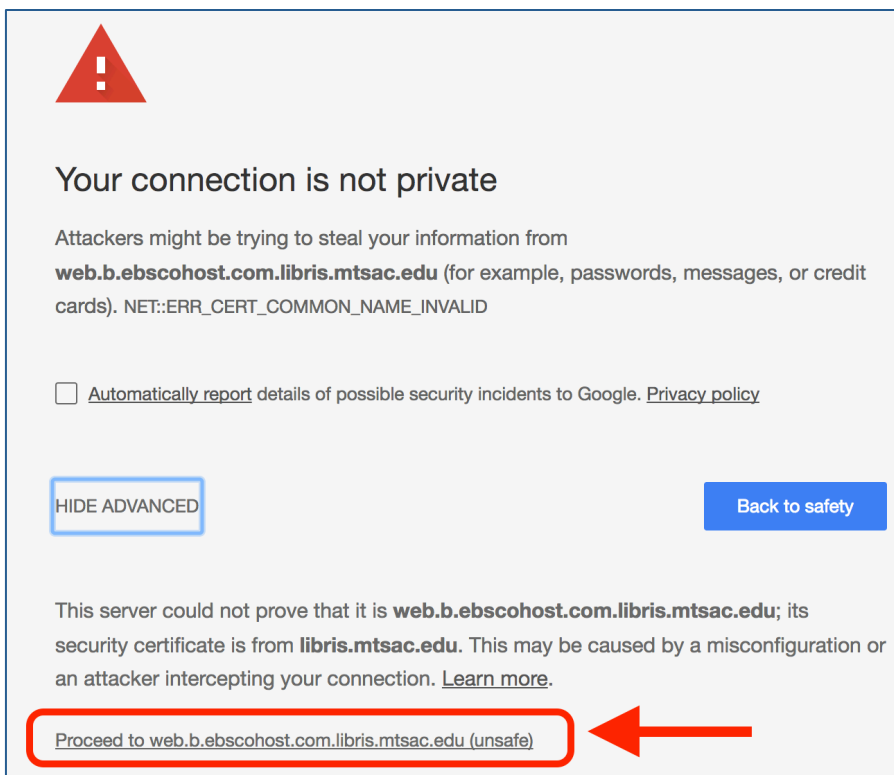
Chrome | Firefox | Internet Explore | Safari

Chrome

1. Click on “ADVANCED”

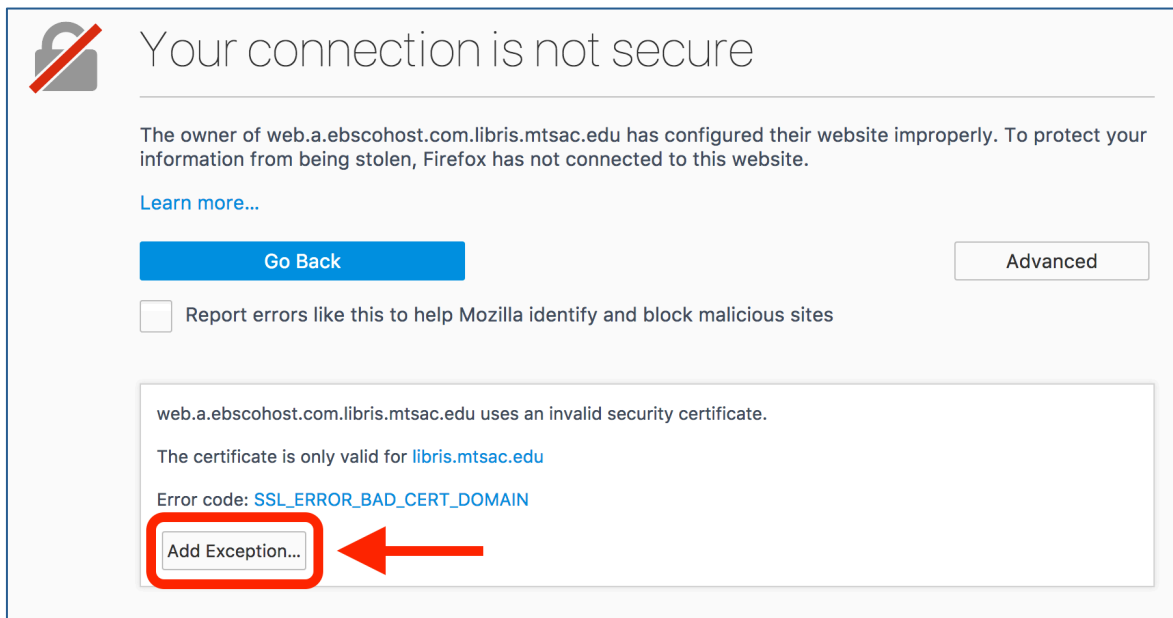


2. Click “Proceed to web.b.ebscohost.com.libris.mtsac.edu (unsafe)”

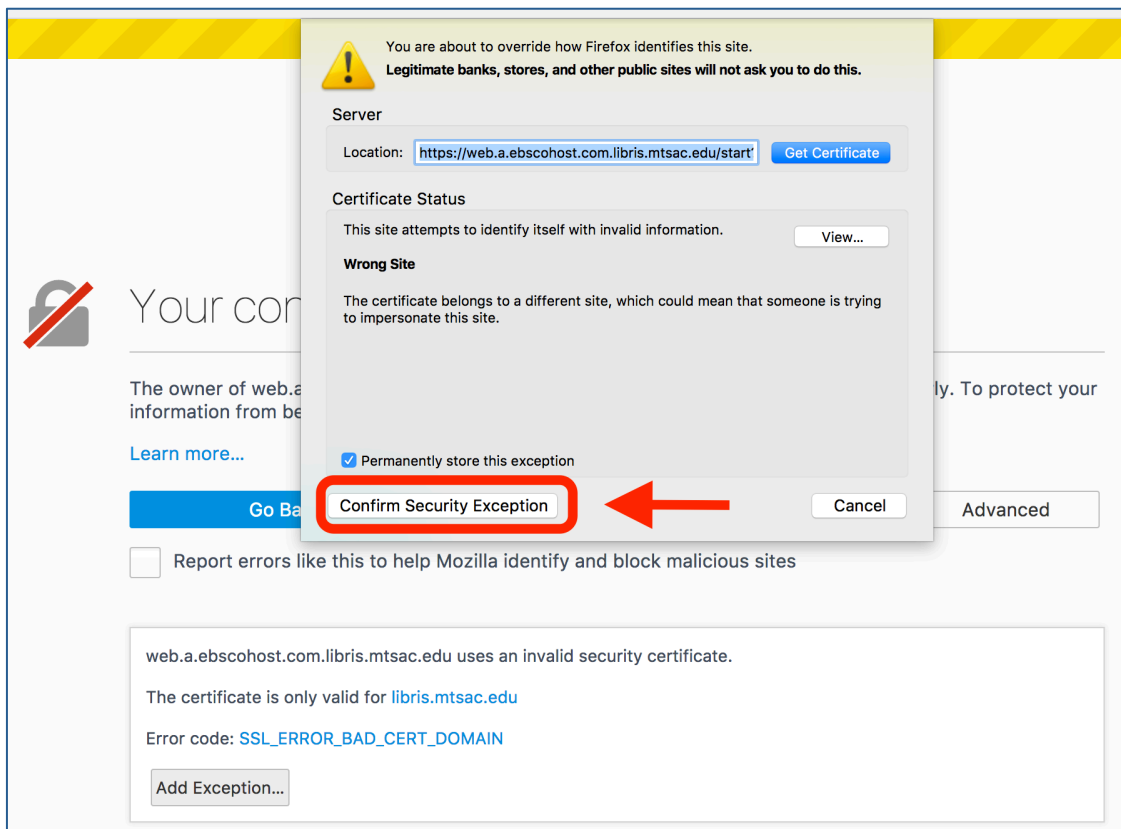


Firefox – before getting into a database

1. You might need to click the Advanced button a couple of times till you see the button “Add Exception...”



2. Then click on “Confirm Security Exception”



Firefox – at the article level after clicking on the pdf link

The screenshot shows the EBSCOhost search results page for the query "llamas and pets". The search results are listed in a numbered format. The first result is "Live-In Llama." and the second is "Shama Llama Ding Dong." The third result is "Animals, Animals Everywhere." and the fourth is "Evaluation of the effect of hetastarch and lactated Ringer's solution on plasma colloid osmotic pressure in healthy llamas." The fifth result is "TAKING CARE OF TIGER." The search results are filtered by "Full Text" and "References Available". The "Source Types" section shows "All Results", "Magazines (4)", and "Academic Journals (1)". A red circle highlights the "Linked Full Text" link for the fourth result.

3. You may see the error message again. Try steps 1 and 2.

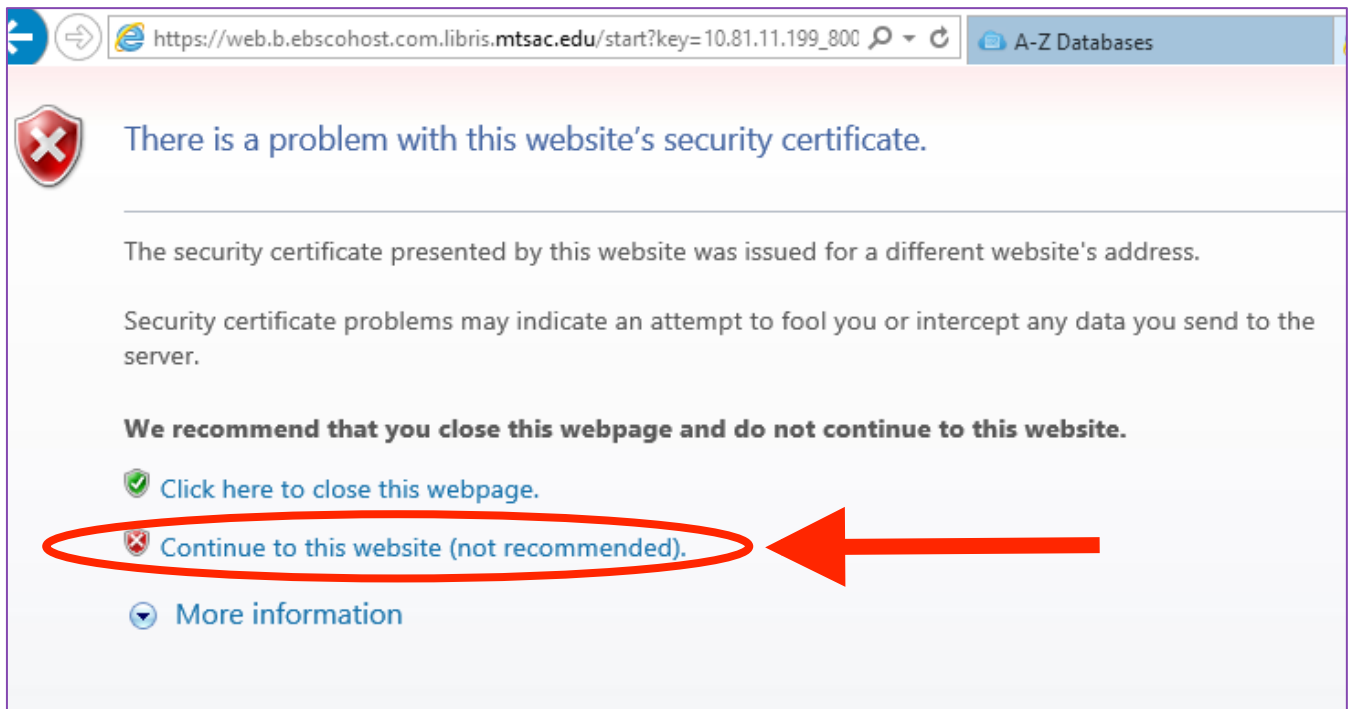
The screenshot shows a security error message in Firefox. The message states: "Your connection is not secure. The owner of content.ebscohost.com/libris.mtsac.edu has configured their website improperly. To protect your information from being stolen, Firefox has not connected to this website." The message includes a "Go back" button and an "Advanced" link. The error code is "SSL_ERROR_BAD_CERT_DOMAIN".

4. Look for the full-text article in the “Download PDF” tab at the top

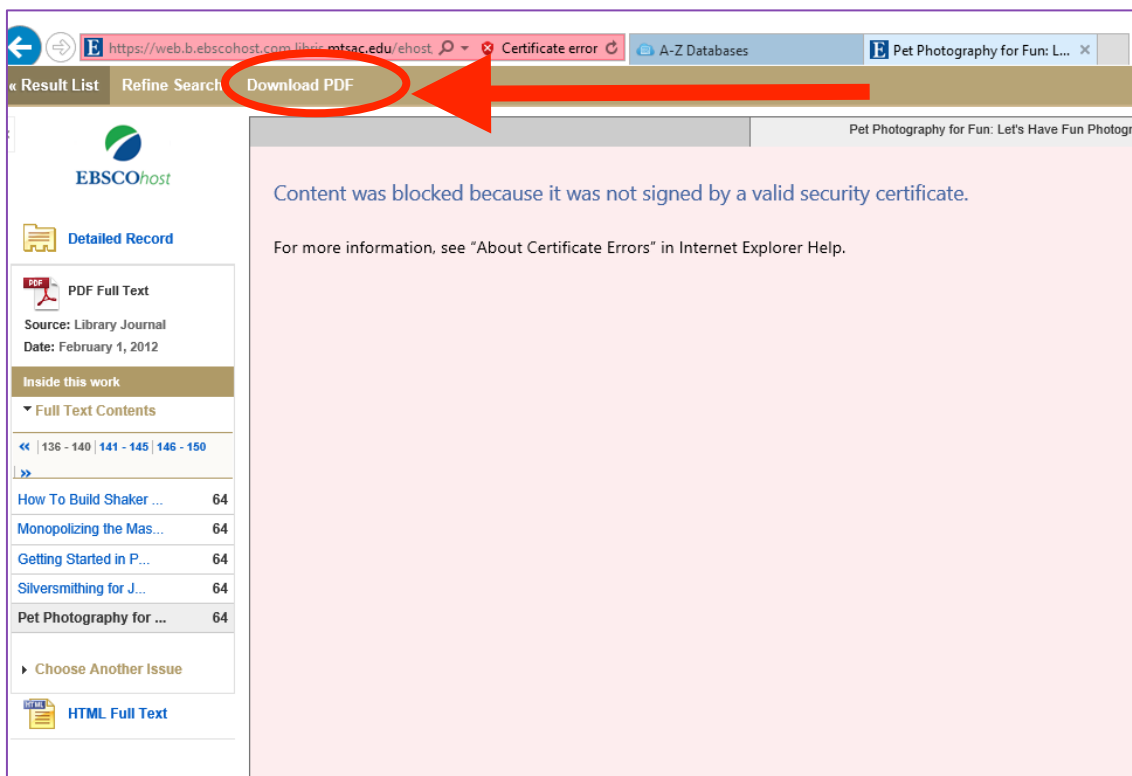
The screenshot shows the EBSCOhost PDF viewer interface. The "Download PDF" tab is selected and highlighted with a red circle. A red arrow points to the "Download PDF" tab. The interface shows the EBSCOhost logo and the title "Animals, Animals Everywhere." The "Detailed Record" tab is also visible.

Internet Explorer

1. Click on “Continue to this website (not recommended).”



2. At the article level, click on the PDF link may lead to the same error message as above. Click on Download PDF a couple of times.



Safari – Click on “Continue”

