

# Library Login Help

Library Login Troubleshooting and Instructions

- [Off-campus Library Login Troubleshooting](#)

# Off-campus Library Login Troubleshooting

Can't log in? Can't access the full article or eBook text?

Here are some tips for solving common problems accessing library resources:

1. Start at the library website to ensure you're accessing library resources using the most up-to-date URLs
2. [Clear your browser cache and cookie data](#) then start a new browser session
3. Try a different browser
4. Open an incognito or private browser tab or window

## Username/password errors

If you are receiving error messages regarding your A-State username and/or password being incorrect follow the instructions for recovering your A-State password:

<https://kb.astate.edu/books/microsoft-password-reset/page/microsoft-resetrecover-password-forgot-password>

If you continue to have problems accessing library resources, use the [library live chat service](#) or [email Wendy Crist](#) for assistance. From [OneSearch](#) you can also use the "Report a problem link".