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".

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