FAQs-Accessing Databases from Home and Off Campus

- Database access for current credit students, faculty and staff
- Community access available only through local public libraries

What do I need?

Valid Username and Password
Disable pop up blocker or toolbar pop up blocker
Enable Cookies
Disable Firewalls
Other Questions (Maximum users reached, Page not found, Java)

How do I get a username and password?

Students use their CougarWeb/CougarMail username and password to access the databases. All students are assigned a username and password upon registration. The password is initially set to the last 6 digits of the student's College Wide ID Number (CWID).

A student who has forgotten his/her password may log in by supplying previously set up secret questions and answers using the Student Password Recovery link on the CougarWeb login screen. Students can obtain a username and/or password by sending an e-mail to cougarweb@collin.edu. The e-mail request must include the student's full legal name, date of birth and the e-mail address on file with Admissions and Records. E-mails are answered by the Admissions and Records Office during normal business hours. Or, take a picture ID to the Admissions and Records Office at a campus near you.

For problems with CougarWeb, Blackboard and CougarMail contact the eCollin Learning Center at 972.881.5870 or eLC@collin.edu (Mon-Fri, 9a.m.-5p.m.) or Student Technical Support at 972.377.1777 (24/7/365).

Faculty and Staff use their Novell/CougarWeb username and password to access the databases. For help with Novell/CougarWeb usernames and passwords, contact the Faculty/Staff Help Desk or refer to this Password Information.

return to top

How do I disable my pop up blocker?

The pop up blocker must be disabled on your browser in order for database searching to process and display properly. Please see the following list of various browsers for instructions on how to disable your pop up blocker.
Library FAQs
Database Access

Internet Explorer:

- Click on Tools, select Internet options
- On the Privacy tab, under Pop-up Blocker, select Turn off Pop-up Blocker.
- Or you can select Pop-up Blocker Settings, and add the library's website (collin.edu) under the list of allowed websites.

Firefox:

- Click the menu button, select Options.
- Choose the Content tab in the Options window.
- Uncheck the Block pop-up windows box.
- Or click the Exceptions button, and add the library's website (collin.edu) to the Address of website box

Chrome:

- In the top-right corner of the browser window, click the Chrome menu.
- Select Settings
- Click Show advanced settings...
- Click the Content Settings button in the Privacy section.
- Select Allow all sites to show pop-ups.
- Or click the Manage Exceptions button in the Pop-ups section, and add the library's website (collin.edu) to the Hostname pattern box

Safari (for Mac):

- Click Safari, select preferences.
- Choose the security tab in the preferences window.
- Unselect the Block Pop-up windows box in the Web content section

How do I disable my pop up blocker on my toolbar?

The pop up blocker must be disabled on your toolbar in order for database searching to process and display properly. Please see the following list of various toolbars for instructions on how to disable your pop up blocker.

Google Toolbar:

- On the right side of the toolbar, click the Wrench icon.
- Choose the Tools tab.
- Deselect the Pop-up Blocker box.
- Click Save.
- Or click Edit, and add the library's website (collin.edu) under the list of allowed websites.

Yahoo Toolbar:
Library FAQs
Database Access

- Click on the small picture of a window with a shield.
- Click on Enable Pop up Blocker to un-check this option.
- Or you can choose Always Allow Pop-Ups From... and select collin.edu from the list of recently blocked pop-ups to just allow pop-ups from collin.edu.

How do I "enable Cookies"?

Cookies must be enabled on your browser in order for database searching to process and display properly. Please see the following list of various browsers for instructions on how to enable cookies. If you are using a browser that does not have an option to enable cookies, you will need to update your browser.

**Internet Explorer:**

- Click on Tools, select Internet options
- Choose the Privacy tab.
- Set your browser to enable cookies to the level with which you are comfortable.
- To block or allow specific websites, click Sites

**Firefox:**

- Click the menu button, select Options.
- Click the Privacy tab.
- Under History, set Firefox will: to Use custom settings for history
- Enable cookies to the level with which you are comfortable
- To block or allow specific websites, click Exceptions...

**Chrome:**

- In the top-right corner of the browser window, click the Chrome menu.
- Select Settings
- Click Show advanced settings...
- Click the Content Settings button in the Privacy section.
- Set your browser to enable cookies to the level with which you are comfortable.
- To block or allow specific websites, click Manage exceptions...

**Safari (for Mac):**

- Click Safari, select preferences.
- Choose the privacy tab in the preferences window.
- Set your browser to block cookies to the level with which you are comfortable.
Library FAQs

Database Access

How do I get around firewalls?

Common security software suites for home users may have a firewall or other components that can cause difficulty in accessing some of the databases. If you experience problems and have security software from a company such as Norton, Webroot, ZoneAlarm, Trend Micro, Avast, Kaspersky, or McAfee, refer to your software's help files to disable your firewall or alter your firewall or privacy settings.

If the corporate site or network that you are working from has a firewall, you may have difficulty accessing some of the databases. In such cases, you may want to contact your network/security administrator or disable your firewalls. Otherwise, try accessing the databases from a different site or location such as your home, public library, or any of the Collin College libraries.

What does "concurrent maximum users reached" mean?

Some databases only permit a limited number of users at any given time. Please try again later.

What does "Page Not Found" mean?

If you receive a "404 Not Found" web page error, any of the following situations may have occurred: a problem with the database vendor, a problem with your ISP (Internet Service Provider), a problem with your connection to the vendor, or a problem with an on-campus server. Please use the Refresh button on your browser toolbar or try to connect again later. If you are still unable to connect, please notify the library by using the Ask a Librarian service or contact the library directly.

How do I enable Java?

Some databases use Java (TM). If not already installed, Java may be downloaded for free from Java.com. Java must then be enabled on your browser. Please see below for the directions for different browsers.

Internet Explorer:

- Click on Tools, select Internet Options.
- Choose Security and click Custom level...
- Scroll down to Scripting of Java Applets and make sure Enable is clicked.

Firefox:

- Click the menu button, select Add Ons.
- Select Plugins in the Add-ons Manager tab.
- Select Java (TM) Platform (Windows) or Java Applet Plug-in (Mac OS), and then click enable
Chrome:

- Type `about:plugins` into the address window and hit enter.
- Locate the Java plug-in and click Enable

Safari (for Mac):

- Click Safari, select Preferences.
- Choose the Security tab in the Preferences window.
- Choose the button Manage Website Settings…
- Choose Java in the left hand column.
- Choose the level of access you are comfortable with from the When visiting other websites: drop down menu.
- Choose Done.

I am still having problems. How do I contact the library?

For library contact information please [click here](#).