



Library FAQs Database Access

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 web site** 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.

[return to top](#)


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.

[return to top](#)



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](#).

[return to top](#)

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**



Library FAQs Database Access

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**.

[return to top](#)

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

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