



Library FAQ

Database Access

FAQ-Accessing Databases from Home and Off Campus

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

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What is my username and password?

Students, Faculty and Staff use their OneLogin username and password to access the library databases.

All students are assigned a username and password upon registration. Student usernames are structured as first letter of first name + full last name + a number (example: JMills23).

See [OneLogin Resources](#) for more information about your username and password or to reset your password.

Students can contact Student Technical Support at 972.377.1777 or studenthelpdesk@collin.edu.

Faculty and Staff can contact Employee Technical Support at 972.548.6555 or helpdesk@collin.edu for assistance with usernames and passwords,

For Library and database help, [Contact the Library](#).

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How do I disable my pop-up blocker?

Sometimes, 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 configure your pop-up blocker.

- [Chrome](#)
- [Firefox](#)
- [Microsoft Edge](#)
- [Safari](#)

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How do I enable cookies?

In some cases, cookies may need to be enabled or allowed 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 manage cookies.

- [Chrome](#)
- [Firefox](#)
- [Microsoft Edge](#)
- [Safari \(Mac\)](#)

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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, Kaspersky, McAfee, ZoneAlarm, Trend Micro, or Avast, 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](#).

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What does "concurrent maximum users reached" mean?

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

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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](#).

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

[Contact Us](#) by phone, email, chat, text or in person.