

Link Library web page: <http://www.cune.edu/library>
CUNE online databases: <http://www.cune.edu/librarydatabases> > click on name of database, then enter CUNE email account username/password as prompted. See <http://www.cune.edu/libraryguides> > “Accessing CUNE databases from off campus” for a tutorial.

How to Connect to CUNE Online Databases for Off-Campus Users

Step-by-step procedure:

1. Open your web browser – either Internet Explorer or Firefox.

Note: If the web browser version you use is not current, it may affect your ability to connect. You can download the latest version of Internet Explorer (8.x) by visiting <http://www.microsoft.com/ie/>, then click on Downloads. You can download Firefox (4.x), an alternative to Internet Explorer, by visiting <http://www.getfirefox.com/>, then click on Download Firefox.

Attention Macintosh users: Internet Explorer may not function well for Macintosh users, resulting in unreliable connectivity.

2. Enter the following address in the web browser address box: <http://www.cune.edu/library> . Click on Articles and database resources, then the name of the database, then enter your CUNE email account username/password as prompted. See <http://www.cune.edu/libraryguides> > “Accessing CUNE databases from off campus” for a tutorial.
3. Follow the instructions at the top of **Search Strategy Planner** <http://www.cune.edu/libraryguides> > “Search strategy planner” to get started in your search. As suggested in point 3 of **Search Strategy Planner**, use the database’s Help or Search Tips links to find examples of how to create effective search statements.
4. Refer to **Search Tips for Off-Campus Users** <http://www.cune.edu/libraryguides> > “Search tips for off-campus users” for tips on searching for periodical articles or books.

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Troubleshooting tips – if you have followed the instructions above without success:

1. If your Internet Service Provider (ISP) is AOL, you may not be able to use the AOL browser since it may not function well in connecting remotely to CUNE online databases. Instead, after opening the AOL browser to access the Internet, reduce it in order to open either Internet Explorer or Firefox. (See above regarding downloading Internet Explorer or Firefox.)
2. Check that cookie privacy is set to medium if using Internet Explorer (use Tools > Internet options > Privacy to do this). If you have any cookie removal software, it may need to be adjusted to allow cookies for the proxy. Internet acceleration software may need to be disabled (sometimes this software is running without the user realizing it).
3. Internet Explorer users who receive the error message “XML page cannot be displayed” can use the free web browser Firefox <http://www.getfirefox.com/> > Download Firefox. Firefox has proven to be a good alternative to Internet Explorer and may resolve your connectivity problems.
4. Visit <http://www.cune.org/> > FAQ to read General Information and Email questions and answers.
5. Ask a computer-savvy friend for help.
6. If the computer you are using is not connecting to CUNE databases and you cannot determine the cause, try connecting from a different computer in a library or some other location.
7. As a last resort, if you have followed all instructions to connect and been unsuccessful, contact Reference and Instruction Librarian Tom Krenzke via email address tom.krenzke@cune.edu or telephone 800.535.5494 ext7256, to see whether other options exist.