Troubleshooting Guide

Accessing the National University Library
Electronic Resources from Off-Campus

Website and URL Issues
Make sure you are using the correct URL to the Library’s website:
• http://library.nu.edu goes directly to the Library’s home page, or
• http://www.nu.edu and click on the word “Library” in the upper right

Who Can Access the Resources?
• Current National University and affiliate students, faculty, and staff.
• Alumni must first join the National University Online Library.
  o Provides limited access to EBSCO Host research databases and NetLibrary e-books.
  o Contact Alumni Relations directly at alumni@nu.edu to join.
  o A separate user ID and password will be issued to you. Your previous student ID and
    password will no longer work.
  o Access is from the National University website at:
    Community / Alumni and Friends / Alumni Services / National University Online Library
    Membership and Access

User ID and Password Issues
The Library uses a proxy server to authenticate off-campus users to its electronic resources.
• User ID is your 9-digit National University ID number.
• Password is your 6-digit birth date in MMDDYY format.
• Note: This password is different from your SOAR Student Portal password.
• The login page will say National University Library > User Authentication

Web Browser Issues
The Library’s electronic resources are designed to work with Microsoft Internet Explorer 6 or 7.
• Disable pop-up blockers, including ones from Google and Yahoo.
• Cookies must be enabled.
• Java script must be enabled.
• Firefox, Safari, Opera, Netscape, and Chrome may work.
• AOL users should open another browser, such as Internet Explorer, outside of AOL.

Firewall Issues
If you are behind a firewall at work or at home, you may be blocked and unable to access the resources.

If You Need Further Help:
• Contact the Library at (858) 541-7900 or (866) NU-ACCESS x7900 or say “Library.”
• E-mail the Library at refdesk@nu.edu anytime.
• For help with the SOAR Student Portal, contact the Student Concierge Service at
  scs@nu.edu or (866) 628-8988.