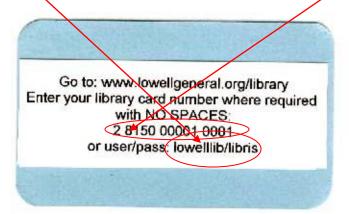


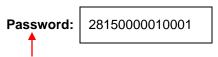
TROUBLESHOOTING ONLINE ACCESS

If you're having difficulty accessing online resources, please review the following information:

- You need an LGH Health Science Library card to access materials if you are working outside the LGH firewall. I need an LGH library card
- Because the Health Science Library subscribes to products from more than one vendor, your LGH Health Science Library card contains two (2) password components, a number and a username and a password.



If when entering a resource you are prompted by one box for a password, enter the number with no spaces. Example:



(This is sometimes also referred to as *Username*, *ID* or other descriptors)

If when entering a resource you are prompted by **two boxes** for a password, enter the **user name** and **password**. **Example:**

