My library ID number isn’t working. What can I do?

When trying to access the library’s online databases from off-campus, you should see a white screen with one box to type your library ID number into. Sometimes there are problems and you cannot login. These are the steps you can take to troubleshoot.

1. Make sure that you are using the correct library ID number.
2. Close your web browser and try again.
3. Contact the library at (847) 628-2038 or libraryhelp@judsonu.edu
4. Try using another web browser, like Internet Explorer, Safari, Firefox, or Google Chrome.
5. Try accessing a different database like Expanded Academic ASAP.
6. When reporting library ID number problems, please include your name, contact information, and the resource that you were trying to access.