

Troubleshooting access to databases : Managing your Browsing Data, Cookies and Pop ups

If you experience problems accessing any electronic library resources like ebooks or articles in databases there are few things you can try which might fix the problem.

You can:

- Ring the Library at 0800 24 24 76 and ask if the library resource you want is working correctly.
- Check the Library Facebook page at <https://www.facebook.com/AraLibrary> to see if we have posted a message about any technical problems.
- Live chat with a Librarian during open hours via [Asklive](#)
- Follow the steps in the next sections to try a different web browser or manage exceptions for cookies and pop-ups.

Check your computer

If the Library reports that there are no technical issues you can try the following on your own computer:

Use a different web browser and try to access your electronic resource

This could be:

- Google Chrome
- Mozilla Firefox
- Internet Explorer
- Safari (if you have a Mac computer)

Clear your browsing data

For Chrome and Edge web browsers, use the keyboard short cut CTRL, Shift and Delete simultaneously to bring up the box **Clear browsing data** and click **Clear now** for a selected **Time range** e.g. Last 24 hours.

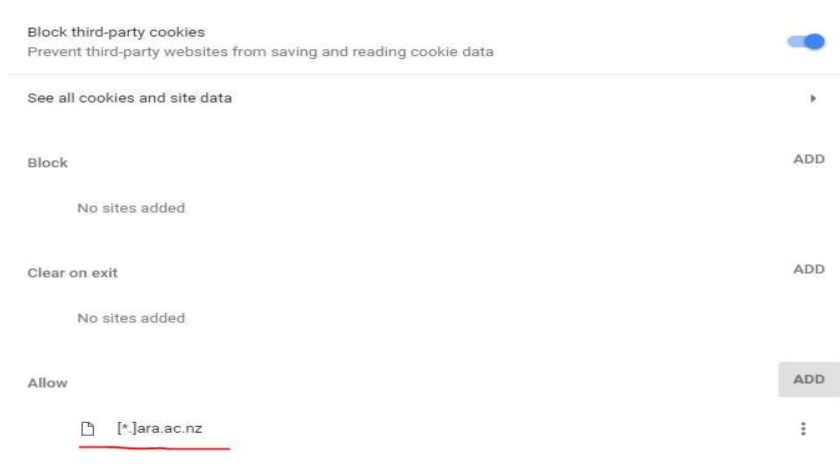
Manage your exceptions for cookies and pop ups in Chrome

To Manage Cookies

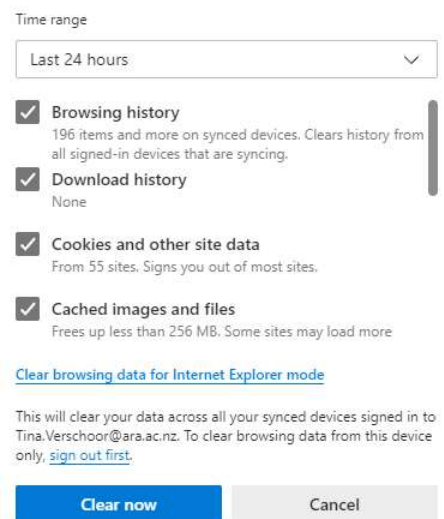
Here is how to manage your exceptions in **Google Chrome**.

1. Click the menu icon in the top right. It looks like 3 vertical dots.
2. Click on **Settings**
3. Scroll down to click on **Advanced**
4. Under “privacy and security” click on **Content settings**
5. Click on **Cookies**
6. Next to “Block”, “Clear on exit” or “allow”click **Add**
7. Add **[*.]ara.ac.nz** and click **Add**

When done it will look like the picture below.



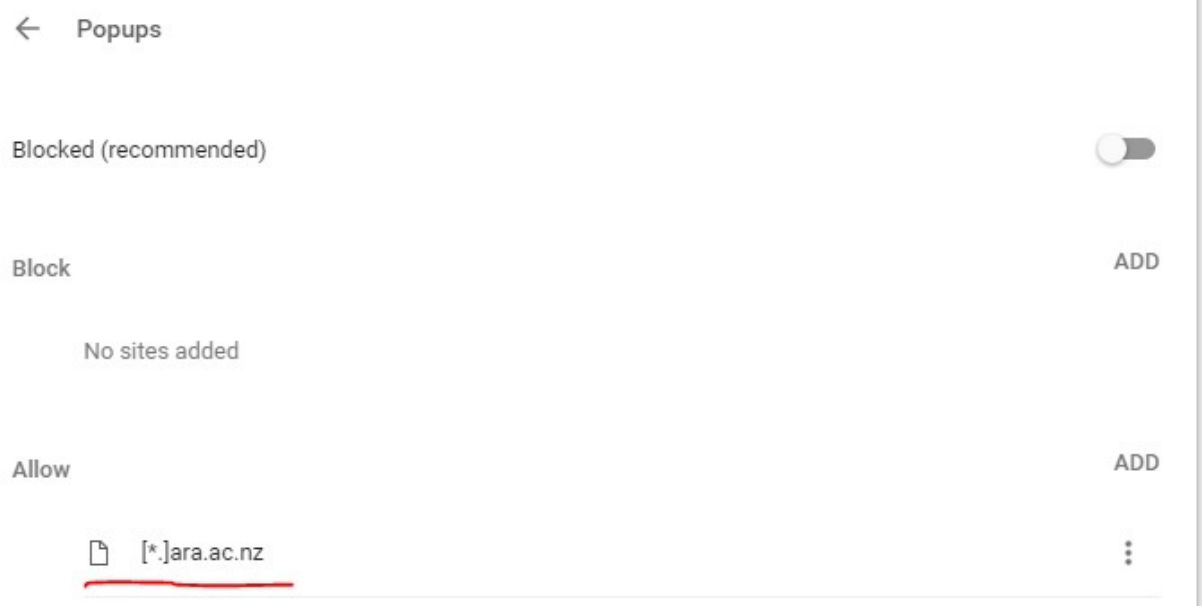
Clear browsing data



To Manage Pop-ups

1. Follow steps 1 – 4 for managing Cookies.
2. Scroll down to **Pop-ups**
3. Next to **Allow** click on **Add**
4. Add **[*.]ara.ac.nz** and click **Add**

When done it will look like the picture below.



For further assistance

- Ask at the Library, Christchurch, Madras St. Campus
- Live chat with a Librarian during open hours via [Asklive](#)
- Ring (03) 9408089 or 0800 24 24 76 and ask for the Library
- Email : library@ara.ac.nz