Te Kāhui Taunaki Ākonga
Ākonga Success Division

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 check **if you are on an Ara campus** using your own personal device:

a. Are you **logged in to Ara wifi** and not Ara Guest?
b. Have you cleared your browsing data? (Use the **Ctrl Shift Delete** keys as a short cut on a **PC** or **Command Shift Delete** keys on a **Mac**).
c. Most Ara databases require you to pick an account. If so, choose your **Ara student / staff email address**. If you are off campus you may be prompted to use your Ara network password and your **multifactor authentication** (**MFA**). If you haven't set up your **MFA** yet, see the relevant guide at
https://subjectguides.ara.ac.nz/getsetupforstudy/howdoi

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:

Try accessing from a New InPrivate Window or New Incognito Window.

In your **Edge** web browser click the three dots in the top right corner and choose **New InPrivate Window** or in **Chrome** click the three dots in the top right corner and click **New Incognito Window.** Then try to access your database from there.

### Use a different web browser and try to access your electronic resource
This could be:

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

Manage your exceptions for cookies and pop ups

To Manage Cookies

For the webpage that is blocked in **Google Chrome.**
1. Click the security icon next to the URL. Note in some browsers this will look like a padlock or shield.
2. Click on **Cookies and site data**
3. Unblock third party cookies for this site.

To
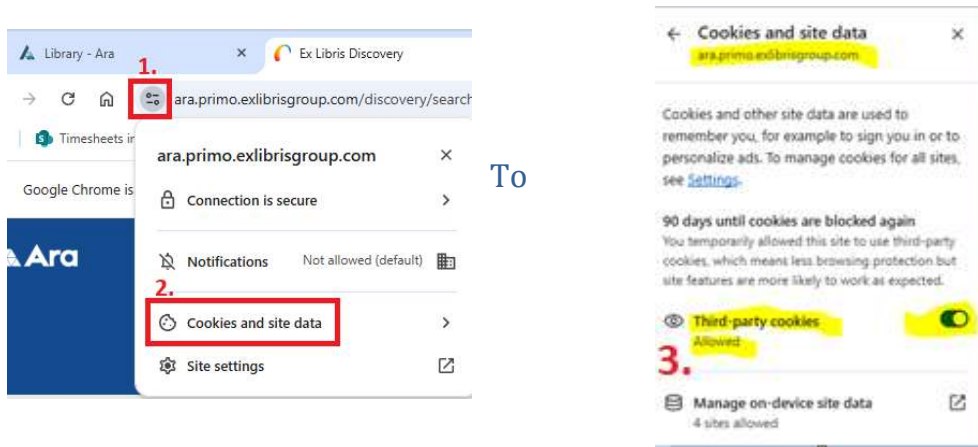
Manage Pop-ups

1. Go to **chrome://settings/privacy.**
2. Click on **Site Settings**
3. Click on **Pop-ups and redirects**
4. At **Allowed to send pop-ups and use redirects** if Ara is not listed click **Add**
5. Add **[*.]ara.ac.nz** and click **Add**

    e.g.

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