

# Workarounds to access EBSCO content

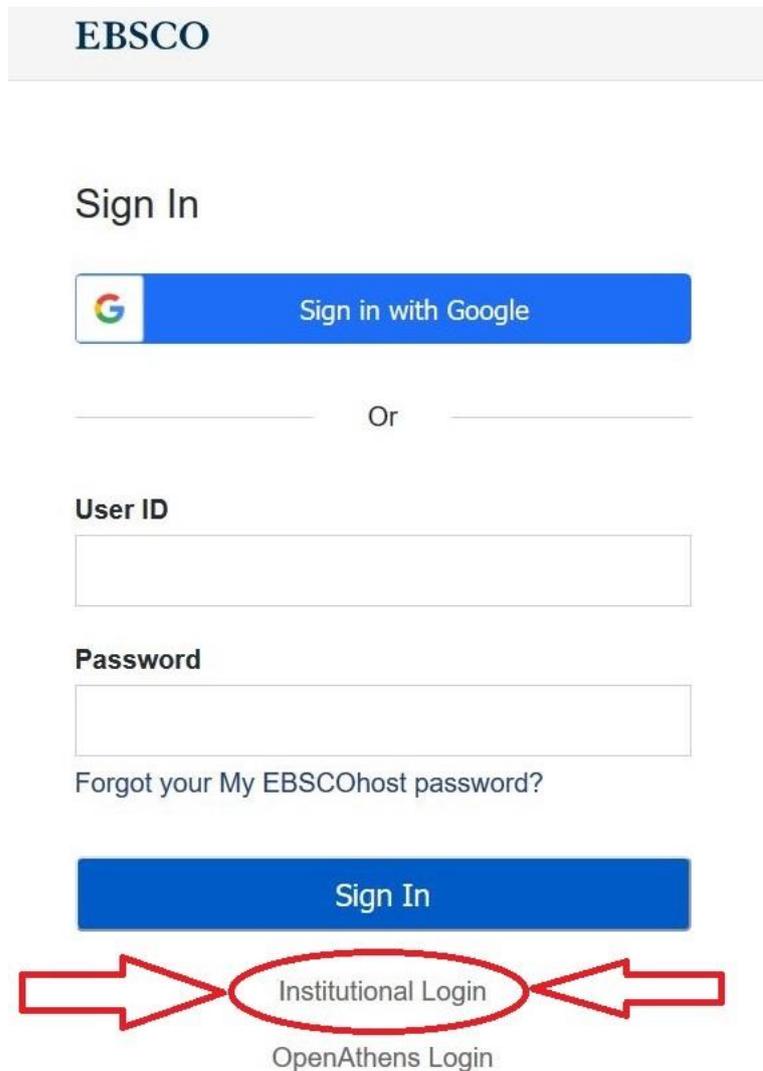
If stuck at the EBSCOhost **Sign In** screen see Section 1

If stuck at the EBSCOhost **Institutional Login** screen see Section 2

If stuck at an EBSCOhost **OpenURL** screen see Section 3

## Section 1 Sign In

1. If you see this screen select Institutional login
2. Follow the instructions in Section 2, number 2 onwards

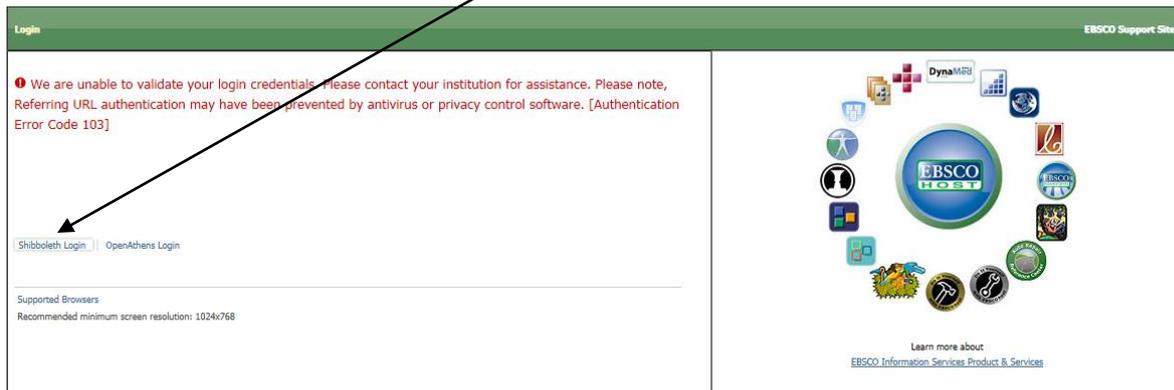


The screenshot shows the EBSCO Sign In page. At the top is the EBSCO logo. Below it is the 'Sign In' heading. There is a 'Sign in with Google' button. Below that is an 'Or' separator. There are input fields for 'User ID' and 'Password'. Below the password field is a link for 'Forgot your My EBSCOhost password?'. A large blue 'Sign In' button is present. Below the 'Sign In' button, the text 'Institutional Login' is circled in red, with two red arrows pointing towards it from the left and right. Below 'Institutional Login' is the text 'OpenAthens Login'.

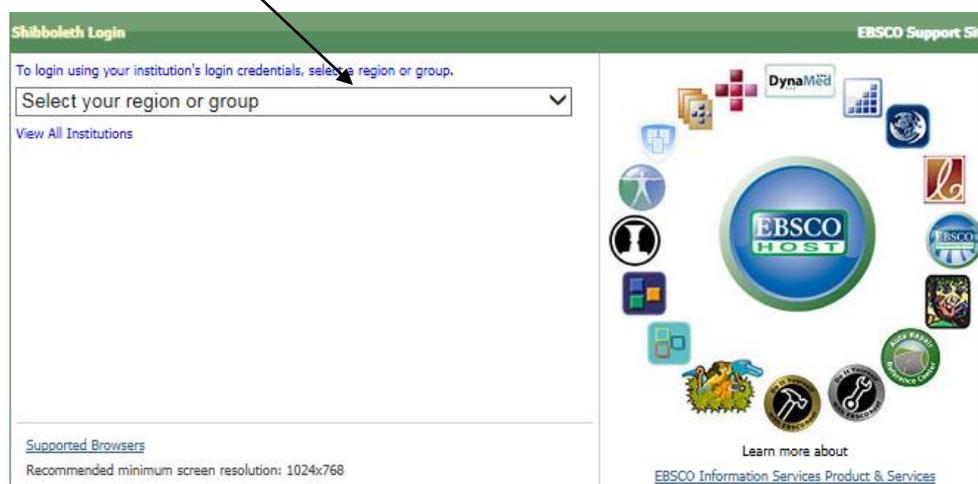
**Important User Information:** Remote access to EBSCO's databases is permitted to patrons of subscribing institutions

## Section 2 “Unable to validate your login credentials”

1. If you get this screen select Shibboleth login



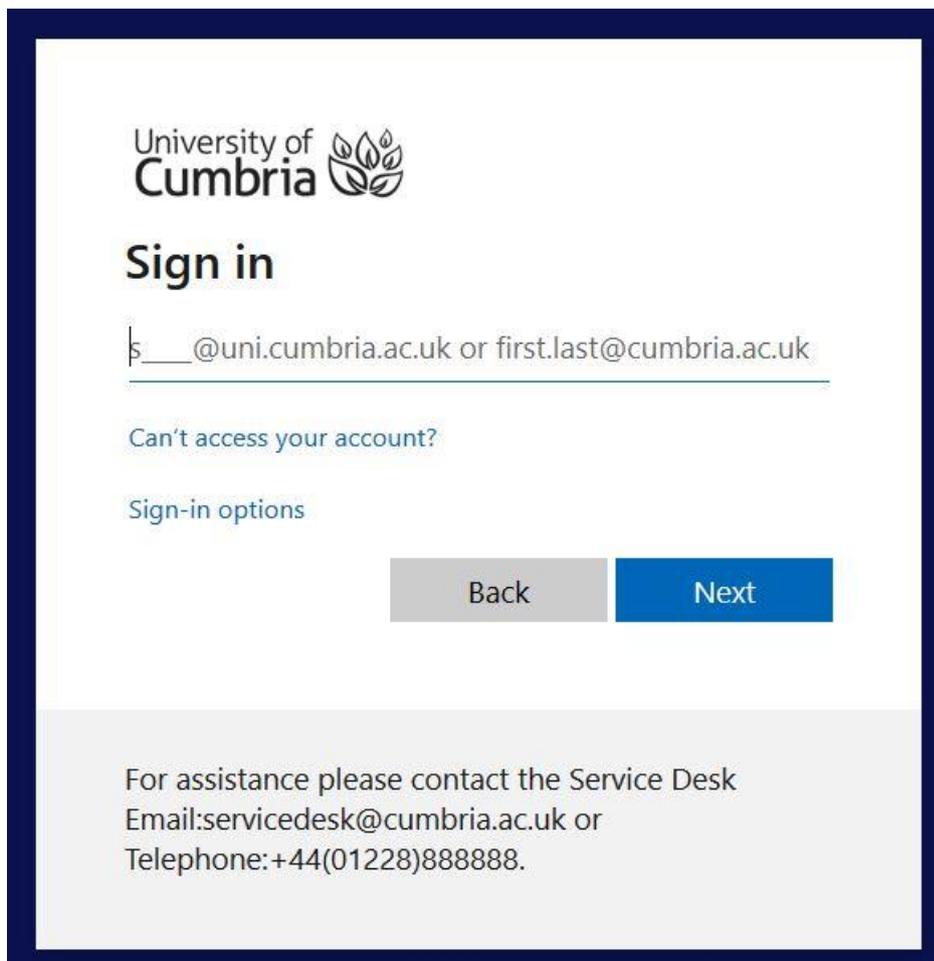
2. Then select **UK Higher Education** from here



3. Then scroll down and select **University of Cumbria**

Continued >>>

4. Enter your university email address & password in the following screens



The screenshot shows the University of Cumbria sign-in page. At the top left is the University of Cumbria logo, which includes the text 'University of Cumbria' and a stylized leaf icon. Below the logo is the heading 'Sign in'. Underneath is a text input field containing the placeholder text '\_\_\_\_@uni.cumbria.ac.uk or first.last@cumbria.ac.uk'. Below the input field is a link that says 'Can't access your account?'. Further down is a section titled 'Sign-in options'. At the bottom of this section are two buttons: a grey 'Back' button and a blue 'Next' button. At the very bottom of the page, there is a grey footer area with contact information: 'For assistance please contact the Service Desk', 'Email: servicedesk@cumbria.ac.uk or', and 'Telephone: +44(01228)888888.'

### Section 3 OpenURL form

1. If stuck at an EBSCOHost **OpenURL** form go back to the OneSearch search result and note the Article title, Journal title, Year, Volume, Issue & page numbers
2. in OneSearch go to the Journals A-Z (option in header bar)
3. search for the Journal title
4. in the Journal record follow the link in the ViewIt section
5. on the Journal's page in EBSCOhost navigate using Year, Volume, Issue to the article you require

### Still having problems?

Email [skills@cumbria.ac.uk](mailto:skills@cumbria.ac.uk) or, contact the [IT Service Desk](#)