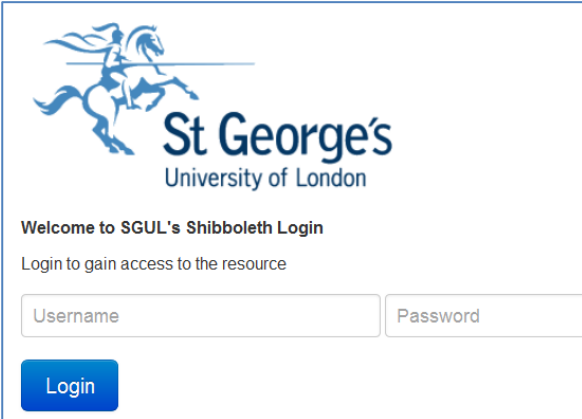


## Offsite access to SGUL electronic resources

For **offsite** access to electronic resources such as journals, books or databases you will usually need to log in using your University (SGUL) username / password to gain access. (Please note: NHS staff can only access our subscription electronic resources whilst onsite unless you have a University log in.)

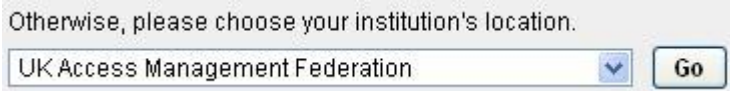
When you click on a link to an electronic resource you may see the following Shibboleth login screen - simply enter your SGUL username and password:



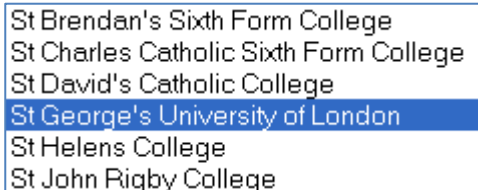
However, sometimes a few extra steps are required as described below.

### Institutional log in

- If you are prompted to pay or sign in to access content, look for an option that says **Institutional / Shibboleth Log in** or **Sign in** or **Login via your institution / organisation**.
- Sometimes you need to select the geographic region ie **United Kingdom** or **UK Access Management Federation**, or otherwise you can list all institutions.



- Next, select **St George's University of London** from the list:



- You will be taken to the SGUL Shibboleth login page where you can enter your SGUL username and password

## Access Problems

There are a number of reasons why you may have problems logging in or getting access.

### It says my institution does not have a subscription/access or St George's is not listed

Your login will not give you access to every e-book, e-journal or database available. Please check the Journals A - Z, Library Catalogue / Hunter or Database list via the Library website <http://library.sgul.ac.uk> – we may have access through another provider. If it looks like we should have access, please contact the Library (details below).

### The Journals A-Z page lists the journal I need but I cannot access the article

- Check the date range in the SFX menu to make sure we hold the year required
- Some open access titles come with date restrictions (an “embargo” period) where, for example, the most recent 6 months’ content is not available
- For some journals (referred to as hybrid journals) the content is a mix of open access (free to access) and paid-for content. We list hybrid journals on our Journals A-Z pages because of the open access articles but unfortunately we are not able to identify at article level whether the full text will be available.

### It says “Authentication Failed”

If you think your login details are incorrect or you do not know them, please come to the Library Helpdesk or try resetting your password online at <https://portal.sgul.ac.uk/services/password-reset/index.php>

### I can't see where to log in

It is not always obvious where and how to log in as it can vary across different websites. You may first need to click on a “Log in here” or “Sign in” link before you see options for **Shibboleth** or **Institutional Login**. Typically this link is at the top of the web page.

### Errors and temporary technical problems

Occasionally things stop working for technical reasons or for planned maintenance. Check the Library Blog or website for updates. Please report any problems to the Library as we may not be aware of them.

## Help & Contacts

- Call the Library Helpdesk on 020 8725 5466
- Email [library@sgul.ac.uk](mailto:library@sgul.ac.uk)