CONGRESSMAN FRANK J. GUARINI LIBRARY
NEW JERSEY CITY UNIVERSITY

LIBRARY TECHNICAL SUPPORT Frequently Asked Questions

Why am I having trouble accessing databases from home?
There are many reasons you may be experiencing difficulties with offsite access to databases. Offsite access to databases is restricted to currently registered students, faculty and staff of NJCU. If you are not registered in the current semester your Gothic ID will not work. That is the most frequent reason for being unable to log on.

If you are currently registered, be sure you are clicking on the "Off Campus Access" button for the database you wish to access. If you click on the "Campus Access" button when you are off campus, you will be prompted for a login and password, but you can't gain access that way.

Alternatively, your browser settings may be blocking access. Take a look at the instructions on the right hand side of the login page to fix your browser settings. These are at http://draweb.njcu.edu:2048.

Finally, many other issues may be interfering with your ability to access databases from home. These include firewall settings, internet connectivity problems, or spy ware that affects your system performance.

Why does it take so long for Wilson-Omnifile to load using dial up?
Dial-up connection is very slow for this database because most of this database has full text articles in PDF format and HTML format which needs a higher bandwidth to load. It would be equivalent to downloading a regular 10 megabyte or larger file on a dial up connection.

Why is the full-text citation process so slow? Sometimes PDFs don't open; sometimes HTML is problematic. This happens once in a while.
PDF and HTML full text citation depends on the plug-in of your Acrobat reader, Acrobat version, your PC possessor speed, internet connectivity speed and the memory of your computer. Here in Guarini library we have computers with all necessary software and hardware specification to process these types of files with speed and efficiency.

How can I connect to the Internet from a laptop inside the library?
There are two ways to connect to internet in the library:
1. Wireless; requires that your PC has a wireless card. The wireless signal is strongest on the 1st and 4th floor and you need a Gothic ID and password to log onto the network.
2. Physical connection to Ethernet port located on most tables located on the First, Second, Third and Forth floor. You need Ethernet cable "Cat 5" to connect your laptop. The Library does not provide this cable.

How can I connect to the library's wireless network?

- ✓ Make sure that your laptop is equipped with a wireless card.
- ✓ Make sure that the wireless network you're connecting to is NJCU
- ✓ Click on Internet Explorer and login. Username is your Gothic ID and the password is the month and day of your birthday (a total of four digits) and the last four numbers of your SS#.
- ✓ MAKE SURE THAT THE WIRELESS NETWORK YOU CONNECT TO IS **(NJCU)**

Please note: Other factors may prevent you from connecting to the library network, for additional help please contact Mr. Ashraf Elbaz, Library Room 114, at ext. 3032, Monday- Friday 8:00am to 4:00 pm. You may also contact Mr. Khaled Mussa in the evenings in Library Room 223, at ext. 3119.

Other Contact Information:

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