

Offsite access to SGUL electronic resources

Guide for SGUL staff and students

Overview

SGUL staff and students can access almost all of our subscribed e-journals, databases and other online resources from any computer with an internet connection, using institutional login.

NHS users can access SGUL electronic resources from onsite only. For offsite access to NHS Journals, please see our [Finding NHS Electronic Journals](#) helpsheet.

In this guide

Institutional login	2
Troubleshooting offsite access.....	3
I can't see where to log in	3
My SGUL username or password are not accepted	3
It says my institution does not have a subscription/access or St George's is not listed	3
SGUL subscribes to the journal but I cannot access the article I need	3
Errors and temporary technical problems	4
Further help and support.....	4

Institutional login

When you follow a link to an electronic resource while offsite, you may see the following login screen. Simply enter your SGUL username and password:



SGUL Web Login Service

Username

Password

Don't Remember Login

Clear prior granting of permission for release of your information to this service.

> Forgot your password?

> Need Help?

For security reasons, please Log Out and Exit your web browser when you are done accessing services that require authentication!

If you are not automatically taken to the login screen, you can reach it through the following steps:

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

Otherwise, please choose your institution's location.

UK Access Management Federation



Go

- 3) Select St George's University of London from the list:

St Brendan's Sixth Form College
St Charles Catholic Sixth Form College
St David's Catholic College
St George's University of London
St Helens College
St John Rigby College

- 4) You will be taken to the SGUL login screen where you can enter your SGUL username and password.

Troubleshooting offsite access

I can't see where to log in

It is not always obvious where and how to log in as this 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 **Institutional** or **Shibboleth login**. Typically this link is at the top of the web page.

My SGUL username or password are not accepted

If your login details seem to be 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/>.

If the problem continues after you have reset your login, please email the SGUL IT helpdesk at ITAV@sgul.ac.uk, or contact the Library (see [Further help and support](#)).

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

Your login will give you access only to e-journals and databases to which SGUL subscribes.

- Check on [Hunter](#) to see whether we subscribe to an e-journal.
- Check our [Databases A-Z](#) for a list of our subscribed databases.

If it looks like we should have access but you are still receiving this message, please contact the Library (see [Further help and support](#)).

SGUL subscribes to the journal but I cannot access the article I need

- Check the date range underneath the link to the journal to make sure we hold the year you require.



The screenshot shows a library database interface with the following elements:

- Navigation tabs: View Online, Locations, Details, **SFX@SGUL**, Virtual Browse
- Link: Open source in a new window
- Section: **Full text online availability**
- Search icon and text: Full text online available via [British Nursing Database](#) **Go**
- Availability information (highlighted in a red box): Available from 2005
Most recent 1 year(s) not available

- If the article falls within our subscribed dates but you are still unable to access it, please contact the Library (see [Further help and support](#)).

Errors and temporary technical problems

Occasionally things stop working for technical reasons or for planned maintenance. We post updates about known access issues to our Service Alerts page at <http://library.sgul.ac.uk/services-alerts>. If the problem you are having is not mentioned in our Service Alerts, please report it to the Library (see [Further help and support](#)) as we may not be aware of it.

Further help and support

- Email journals@sgul.ac.uk
- Call the Library Helpdesk on 020 8725 5466