Library Website & Databases – Basic Troubleshooting

NETId and Password Authentication – General Information

Systems that Require Authentication

The following systems require **NetID/Password** authentication:

1. Faculty/Staff Email: Outlook Web Access: [https://owa.uta.edu/main/](https://owa.uta.edu/main/).
2. Online Classes: Blackboard elearn: [https://elearn.uta.edu/webapps/login/](https://elearn.uta.edu/webapps/login/).
3. Registration/Grading system: MyMav: [www.uta.edu/mymav](http://www.uta.edu/mymav)
4. Unix Server Account: Omega: [https://omega.uta.edu/](https://omega.uta.edu/)
5. Faculty/Staff : OIT Project Request: [https://webapps.uta.edu/OITProjects/OPLogin.jsp](https://webapps.uta.edu/OITProjects/OPLogin.jsp)
7. NetId or Password: Obtained from [https://webapps.uta.edu/oit/selfservice/](https://webapps.uta.edu/oit/selfservice/). Provides information about and help with NetId, passwords, accessing email, etc. By clicking the orange headings in the document a user is taken to a self-help login page or other self-help forms. This can also be accessed from the MYMaV home page.
   - First time login issues should be referred to the OIT Help Desk
   - Password problems for existing users can be resolved by using the Forgot Password feature on the login page or contact the Help Desk (helpdesk@uta.edu, 817-272-2208) for assistance.

Systems that use **different** authentication:

1. Student E-Mail—(AKA LIVE@Edu) – www.outlook.com
2. Windows Live ID (User Name): first.lastname@mavs.uta.edu

OIT Information and Online Help

OIT provides the following information and online help for network, NETID and password issues.

1. Self-Service Information: [https://webapps.uta.edu/oit/selfservice/](https://webapps.uta.edu/oit/selfservice/)
2. Request Help Desk help: [https://ithelp.uta.edu](https://ithelp.uta.edu). Enables users to login and raise a help ticket or view an open ticket. Users may need to enter uta\ in front of their NetId when logging into the application.
3. Helpdesk information for students is available at: [http://www.uta.edu/oit/cs/helpdesk/](http://www.uta.edu/oit/cs/helpdesk/).
4. Email access information for all users is available at: [http://www.uta.edu/oit/cs/UG/UG-email.php](http://www.uta.edu/oit/cs/UG/UG-email.php).
5. Help for faculty logging into web email is provided at: [http://www.uta.edu/oit/cs/software/microsoft/owa/login.php](http://www.uta.edu/oit/cs/software/microsoft/owa/login.php).
7. Help for users experiencing network connectivity issues:
Troubleshooting Library Website and Database Issues

1. Determine What the Problem Is

1.1 Is the user trying to login to a Library database or another Library web page?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Go to step 1.3</td>
<td>• Go to step 1.2</td>
</tr>
</tbody>
</table>

1.2 Is the Web Page / URL from one of the other systems listed above?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>• It is an IT issue. Refer user to OIT Help Desk (<a href="mailto:helpdesk@uta.edu">helpdesk@uta.edu</a>, 817-272-2208) for assistance</td>
<td>• Go to step 1.3</td>
</tr>
</tbody>
</table>

1.3 Does the Web Page / URL exist on the current Library website (http://www.uta.edu/library/)?

Confirm that the Web Page / URL that the user is trying to access exists on the current website as they may have bookmarked a page or resource that no-longer exists.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
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</table>
| • Go to step 1.4 | • Find the equivalent Web Page / URL on the website and provide customer with correct Web Page / URL.  
• If the database no longer exists, recommend an alternative or refer to appropriate Subject Librarian. |

1.3.1 Is the problem resolved?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Issue resolved. Thank user and complete call.</td>
<td>Go to step 1.4</td>
</tr>
</tbody>
</table>

1.4 Does the User’s NetId and Password work?

Have the customer try logging in to MyMav. Can the customer login?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
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</table>
| Problem may be a firewall issue.  
• Go to step 1.5. | • It is an OIT issue. Refer user to OIT Help Desk (helpdesk@uta.edu, 817-272-2208) for assistance. |
1.5 Is it a Firewall Problem?
There are two steps to checking if the database issue is a problem with a firewall:
- The first step is to check if the user can login to a database that the staff knows works (1.5.1)
- The second step is to have the user install the VPN and connect to the database (1.5.2)

1.5.1 Can the user login to a database that staff knows works?
Library staff will need to test a database that they know works for sure—for instance selecting the ACADEMIC SEARCH COMPLETE link from the Databases A-Z list. If the link works, ask the user to try accessing that database.

Does the link to the database work?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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</thead>
</table>
| - Determine with the user if the login issue to the database they want to use happens all the time, or only when the user is off campus. If the problem only occurs off-campus, the issue may be firewall related. | - Raise a support ticket with DLS by using the web comments form http://www.uta.edu/library/tech/form-web.php.
- Assist the user to complete the form. Go to section 2 for information on how to complete the form. |
| - Go step 1.5.2. | |

1.5.1 The issue occurs off-campus access

Many users try logging in from their workplace and their workplace firewall will not let them through. To check if this is the issue, have the user download, install and use the VPN client http://www.uta.edu/oit/cs/software/vpn/index.php to see if they are then able to login.

Note: It will take several minutes for the user to complete this step. Staff may need to assist the user in setting up the software.

Is the user able to login to the VPN and access the database?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
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</table>
- Assist the user to complete the form. Go to section 2 for information on how to complete the form. |
Raising a Support Ticket with DLS

After Library staff have worked through the process in Section 1 above, and the user is still unable to log in, the most efficient way of to help users resolve their issue is to raise a support ticket with DLS using the web comments form, http://www.uta.edu/library/tech/form-web.php. This is because there are literally too many possible issues and it takes time to research and find the problem and the solution.

2. Assisting the User to Complete the Web Comments Form

To enable DLS to assist users it is important that they have as much information about the problem as possible. It does not help the user if all they enter on the form is that they can’t login to a database. Staff members can ensure this doesn’t happen by helping users complete the form.

To complete the form:

1. Remind users to enter their name, address and contact phone number on the form.
2. It is critical that users include the Web Page and URL of the page they are having issues with. If there is more than one page, put the other URLs in the comments box.
   
   Note: Some users seem to have trouble with the cutting and pasting a URL, so the staff member may have to tell users how to do this.
3. Comments should include what users were attempting to do (including the name of the database they were trying to access if that is the issue) and what the results were when they attempted. Including specific error messages is very helpful.