# THE LINK TO THIS ONLINE RESOURCE DOESN'T WORK / MY ACCESS IS BLOCKED

First of all, check a few basic details:

- remote accessibility
- browser used
- link / url
- authentication

## REMOTE ACCESSIBILITY

If you are trying to access the resource from a location off the Sciences Po campus, you should check whether you are eligible for remote access and whether the resource you want is available remotely.

Remote access is restricted exclusively to the Sciences Po academic community in the strict sense (students, faculty, and staff) by contractual obligation.

Electronic resources accessible remotely are indicated by a "remote access" link and the following icon: . Click on this link to access the resource off campus.

## BROWSER USED

For the remote access service to work best, we recommend you use Mozilla Firefox as your browser and Acrobat Reader, v8 minimum.

If the problem persists, try clearing your browser's cache and cookies. And remember to update your browser to the latest version.

## LINK/URL

Does the link you used come from another site or a favourite? Perhaps it has changed or you are not recognised as a Sciences Po library user.

For an optimal connection to e-resources, use the page on the library's website.

## AUTHENTIFICATION

Is authentication via the Sciences Po CAS login page still not working?

Check that you're using the right identifiers.

The identifiers required to authenticate for accessing e-resources are your username in the form of firstname.lastname and the password for your Sciences Po email (@sciencespo.fr). Do not confuse this with your student ID number or library account.

This username and password are strictly personal: you must not share them with others.

Are you properly logged in but can't access the resource? Try another resource to see if the problem is with the resource you want or with your connection.

If none of this works, please contact our librarians: resnum.bib@sciencespo.fr