Access issues with Security Certificates for online databases

All licensed electronic resources and trial databases webpage links, provided by MU library, should be trusted. All users have to accept and add the certificate when prompted with the browsers' "security alert"

Follow these steps in relation to the browser you use to accept the security certificate and then access the database.

**Google Chrome**

1) Once you have entered your Authcate details in the authentication page, the page will appear with the message, “Your connection is not private”.
2) Click on the “Advanced” link at the bottom of the page.

3) The page will open up to the message as shown below. Click on the link (for example [SG1]) “Proceed to global.factiva.com.ezproxy.lib.monash.edu.au (unsafe)”
4) Your page will then open to the online database that you want to access.

**Internet Explorer**

1) Once you have entered your Authcate details in the authentication page, the page will appear with the message, “There is a problem with this website’s security certificate”.
2) Click on the link “Continue to this website (not recommended)” at the further down in the page.
3) Your page will then open to the online database that you want to access.

Mozilla Firefox

1) Once you have entered your Authcate details in the authentication page, the message box will appear with the message, “This Connection is Untrusted”.
2) Click on the option, “I Understand the Risks”

![Message Box]

3) The message box will open to reveal more information. Click on the “Add Exception” button at the bottom of the box.
4) An “Add Security Exception” dialog box will appear which allows you to confirm the Security Exception for this database.
5) Click the “Confirm Security Exception” button at the bottom of the dialog box.

6) Your page will then open to the online database that you want to access.

**Safari**

Users can choose to click on "Continue" or go through all the steps:

1) "Show Certificate"
2) "Install Certificate"
3) "Next" through the rest of "Certificate Import Wizard"
4) "Finish" the "Certificate Import Wizard"
5) then "Continue"