

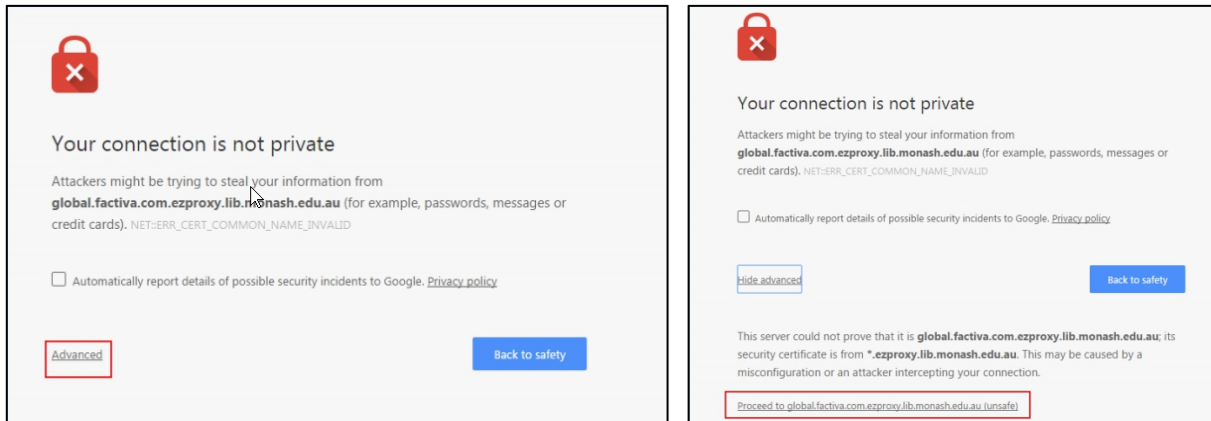
## Access issues with Security Certificates for online databases

Electronic resources and trial databases links 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.

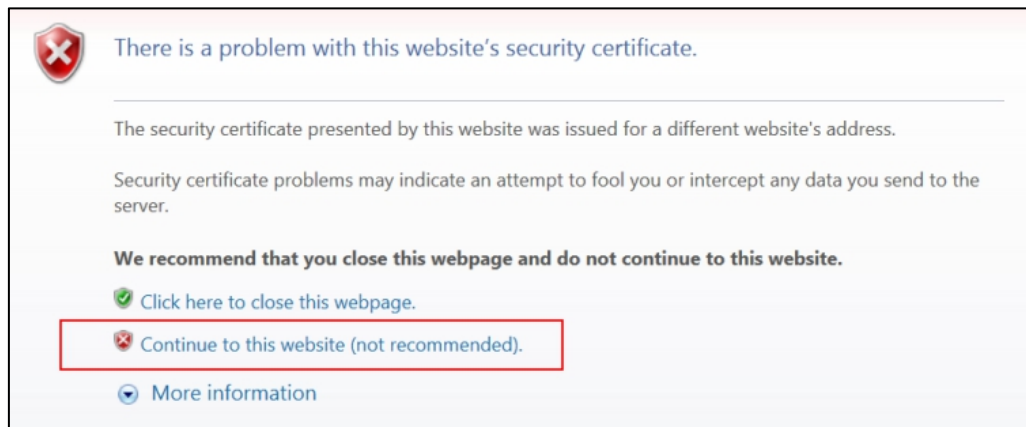
### Google Chrome

1. Once you have entered your Monash account details, 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 sample link "Proceed to global.factiva.com.ezproxy.lib.monash.edu.au (unsafe)".



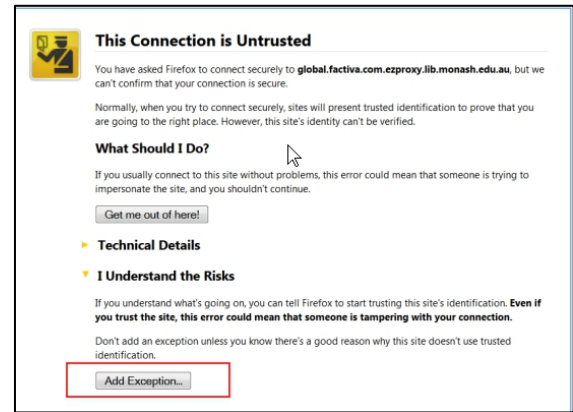
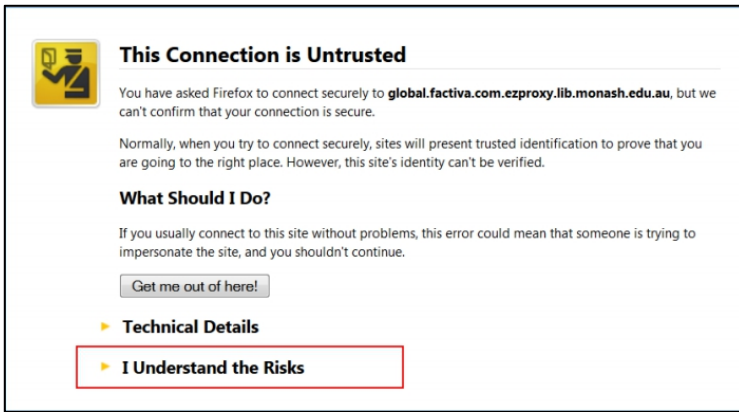
### Internet Explorer

1. Once you have entered your Monash account details, 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)". Your page will then open to the online database that you want to access.

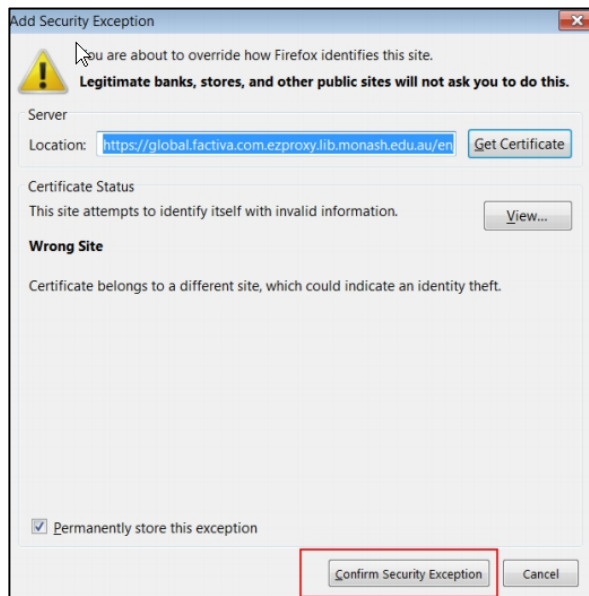


### Mozilla Firefox

1. Once you have entered your Monash account details, the message box will appear with the message, "This Connection is Untrusted".
2. Click on the option, "I Understand the Risks".
3. The message box will open to reveal more information. Click on the "AddException" 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.



## 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".

