

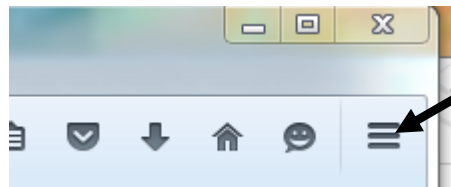
# IF YOU ARE HAVING TROUBLE ACCESSING DATABASES OFF-CAMPUS

(You may be getting error messages similar to:  
“Cannot open page”  
OR  
“SSL Certification Error”  
Especially with **Firefox & Chrome**)

STUDENTS HAVING THESE ISSUES MUST **CLEAR THEIR BROWSER HISTORY**

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## FOR FIREFOX:



Go To Preferences Icon on Top Right Corner of

Firefox

Select History > Select Clear Recent History > Be Sure to CHECK THE BOXES FOR:  
**Browsing History, Cookies, Cache, Site Preferences**

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## FOR CHROME:

Go to Same Preferences Icon at top right corner of Chrome Browser Application

Select History > History > Clear Browsing Data >

Be sure to select “from the beginning of time”

Be Sure to Select **Content Licenses, Cookies, Download History, Browsing History**

**If you are still experiencing problems contact:**

**Chris Hulsman**  
**Electronic Resources & Systems Librarian**  
**McGrath Library | Hilbert College**  
[chulsman@hilbert.edu](mailto:chulsman@hilbert.edu)