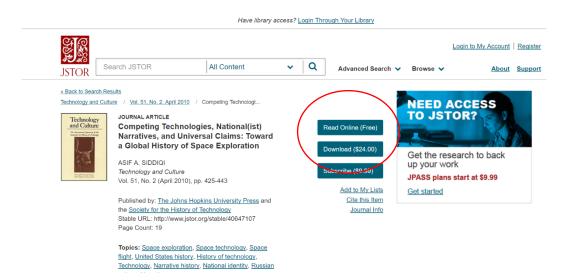
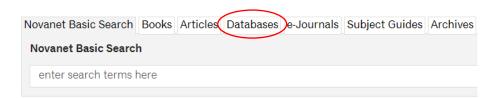
HELP! I CAN'T ACCESS WHAT I WANT!

Why am I being asked to pay for articles or books?

- #1. If you use Google for research, you might come across articles in JSTOR. You may be unable to access these articles because you are not logged in through the Libraries.
- #2. If JSTOR is asking you to pay for an article, search for the article's title in quotation marks on https://libraries.dal.ca/
- **#3.** When you find the article, click the title, click "Full Text Available," and click any one of the green GO buttons
- #4. If you're off campus, be sure to log in with your NetID and password
- #5 Download, read, and enjoy



Tip: Access JSTOR directly through the Libraries by searching "JSTOR" under the databases tab

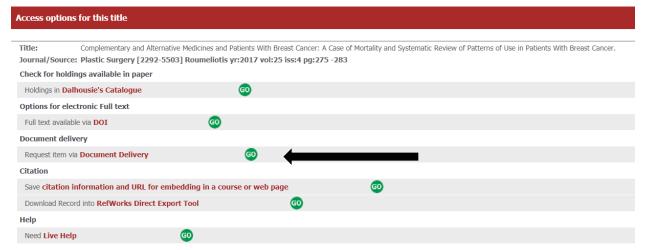


What do I do if Dalhousie doesn't have access to something I need?

The screen below is what you should see when Dalhousie *does* have access to an article – you will see the green GO button for Full Text options:

	Access options for this title
-	Title: Alternative medicine usage among solid tumour patients receiving chemotherapy.
	Journal/Source: Furopean journal of cancer care [0961-5423] Arslan yr:2017 vol:26 iss:5
<	Options for electronic Full Text
	Full text available via CRKN Wiley Online Library
	Year: 2017 Volume: 26 Issue: 5 Start Page: 60
	Available from 1997 volume: 6 issue:1
	Full text available via Wiley Online Library
	Year: 2017 Volume: 26 Issue: 5 Start Page: 60
	Available from 1992 volume: 1 issue:1

#2. The screen below is what you should see when Dalhousie *does not* have access to an article – you will *not* see options for Full Text:



- #3. Click the green GO button next to "Request item via Document Delivery"
- #4. Log in with your barcode (on the front of your DalCard) and PIN (last four digits of your phone number)

Double-check the document information, your personal information, and agree to the copyright rules

Tip: Dalhousie will contact you via email with the article PDF so be sure to check your email

What do I do if something online is broken, lost, or just impossible to access?

- #1. It doesn't hurt to try again in a different browser, check your internet connection, and ensure that you're logged in if you're off-campus
- **#2.** Sometimes online material is broken or lost and we can only apologize, but please let us know so we can fix it for you
- **#3.** Fill out our online form before closing your window or tab and describe the issue as best as you can: https://libraries.dal.ca/help/eresource-access-help-form.html
- #4. Be sure to include your contact information so we can update you on what went wrong, when it will be fixed, and how you can access the material you were looking for

Tip: Common problems that you might encounter include: broken links on the library website, electronic books with broken links, eBook titles listed before they are available, empty records for books in the library, journals to which we no longer have access, or other potential errors. Please help us continue to improve the website by letting us know!

OOPS! PAGE NOT FOUND!

We can't find what you're looking for.

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