

# DATABASE ACCESS SUPPORT

**We will endeavour to reply to your query by the next business day.**

- Before submitting this form please read through the [Database Access FAQs](#) page
- Please provide as much detail as possible and endeavour to answer all Yes/No questions by placing a Y or N in the box provided. Eg. Question 4 – place a Y in ‘Computer on Campus?’ and leave the rest blank.
- Please note that this form only relates to issues associated with accessing the Library's electronic resources.

1	Your Name			
2	Email Address	@student.nd.edu.au		
3	Your daytime telephone number	If we need to contact you, it is often quicker to do so by phone		
4	Are you using a...?	Y/N Computer on campus?		Then go to question 5
		Y/N Personal laptop on campus via wireless connection?		
		Y/N Computer at home using dialup modem?		Then go to question 6
		Y/N Computer at home using cable modem/ADSL?		
		Y/N Computer at work? * * There are often issues associated with accessing library resources from workplaces due to firewalls and other network issues. Please contact the network service provider at your workplace for assistance. If you still want to report a problem – continue to question 6.		
5	Which campus are you located at?	Complete this question if you are using a Notre Dame computer. Y/N Broome      Y/N Fremantle      Y/N Sydney Then go to question 12		
6	Your Internet Service Provider (ISP)	Complete this question if you are using a computer at your home or workplace. If you are using a workplace computer please tell us your workplace ISP.		
7	Are you using a firewall or anti-virus software?	Y/N	Provide details:	
		Some firewall and anti-virus software may stop you connecting to some databases. Try disabling the firewall or anti-virus software.		
8	Are you using a proxy server?	Y/N		
9	Operating system	Y/N Windows	Y/N Mac	Y/N Other      Version:
10	Your browser	Y/N IE	Y/N Netscape	Y/N Other      Version:
		* The Library recommends Internet Explorer 5.5 or later (Windows) or Internet Explorer 5.1 or later (Mac). If you use Netscape you should upgrade to version 7.		
11	If you are having problems viewing PDF files	Acrobat Version:		
		* The Library recommends Acrobat 5 or later. You will have problems with an earlier version of Acrobat.		
12	What resource are you having problems with?	Y/N Database	Y/N Journal	
		Title:		
13	If your problem is with a specific link	URL		
		Where is this URL linked from?		
14	Describe the problem in as much detail as possible. Include the text of any error messages. Describe what you do before the problem happens. Does the problem happen every time or only sometimes?			

Please forward the completed form to [stteresadesk@nd.edu.au](mailto:stteresadesk@nd.edu.au)