EZproxy

EZproxy is a web proxy server that provides off-campus access via user authentication to the Libraries' electronic resources.

How to connect with EZproxy

Note: EZproxy use is required when working off campus, even when connected to the SU VPN. The only exception is if you are connecting to resources using your on campus computer through a tool like Remote Desktop.

- For SU faculty, students and staff only.
- Visit [http://library.syr.edu](http://library.syr.edu) and navigate the website as usual.
- When you select a licensed resource (e.g., database, e-journal, e-book, etc.), you may be prompted to authenticate as a currently enrolled student, faculty, or staff member. EZproxy automatically determines whether login information is necessary.
- If prompted, please enter:
  - Enter your NetID and Password. Syracuse University affiliated users can obtain a NetID online at [http://its.syr.edu/netid](http://its.syr.edu/netid). For users who are affiliated with the Libraries and cannot obtain a NetID enter your 10 digit SU I.D. number (without spaces) as the NetID and enter your last name (all lowercase) as the password.
  - **Please note:** If you are a Jr., Sr., II, III, IV, etc. or have a hyphenated last name and you are having trouble authenticating, please click on "Access Help Request" on the left side of your screen or call the Bird Library Circulation Desk at 315-443-5727 to verify how your last name appears in our database.
- Once authenticated, you will be automatically transferred to the resource you selected.

Project Advance (SUPA) Students

When prompted to log in, enter your 10 digit SU I.D. number without spaces as the NetID and enter your last name (all lowercase) as the password. Note: If your SU I.D. is only 9 digits long, add a zero to the end.

Troubleshooting

- **Step 1:** Verify that you are a currently enrolled SU student, faculty, or staff member
  - You can call the Bird Library Circulation Desk at 315-443-5727 to verify your status.
- **Step 2:** When prompted to log in, enter your NetID and Password.
  - For users who are affiliated with the Libraries and cannot obtain a NetID enter your 10 digit SU I.D. number (without spaces) as the NetID and enter your last name (all lowercase) as the password.
  - If you are a Jr., Sr., II, III, IV, etc. or have a hyphenated last name and you are having trouble authenticating, please fill out the help request form below or call the Bird Library Circulation Desk at 315-443-5727 to verify how your last name appears in our database.
- **Step 3:** Set your browser to accept cookies
  - Firefox: Click on **TOOLS > OPTIONS > PRIVACY** > Change History to "Use custom settings for history" > Adjust cookie settings
  - Internet Explorer: Click on **TOOLS > INTERNET OPTIONS** > PRIVACY > Use the slide bar to allow cookies
  - Safari: Click on **SETTINGS > PREFERENCES > PRIVACY** > Adjust cookie settings
  - Chrome: Click on **WRENCH ICON > SETTINGS > SHOW ADVANCED SETTINGS** (if not shown) > PRIVACY > CONTENT SETTINGS > Adjust cookie settings
- **Step 4:** Javascript needs to be enabled for the proxy service to work.
  - Firefox: Click on **TOOLS > OPTIONS > CONTENT** (Click on icon) > Select ENABLE JAVASCRIPT
  - Internet Explorer: Click on **TOOLS > INTERNET OPTIONS > SECURITY > CUSTOM LEVEL** > Scroll down to SCRIPTING > Select ENABLE for all
  - Safari: Click on **SETTINGS > PREFERENCES > SECURITY** > Select ENABLE JAVASCRIPT
  - Chrome: Click on **WRENCH ICON > SETTINGS > SHOW ADVANCED SETTINGS** (if not shown) > PRIVACY > CONTENT SETTINGS > Select ALLOW ALL SITES TO RUN JAVASCRIPT
- **Step 5** Ask Us For Help

Where can I get help?

If you have difficulty accessing library resources remotely, you may:

- Submit a [Proxy Help Request](#) (The help account is monitored Monday-Friday.)
- Call E.S. Bird Library Circulation Desk at 315.443.5727
- Contact library staff for assistance