Library Troubleshooting Guide

Many electronic resources are available for research, but they are not all accessed the same way. If you run into problems, refer to this document to help you troubleshoot basic issues accessing these online resources.

Contained in this document:

- Differences Using Library Resources On-Campus vs. Off-Campus
- How to Request an Item Through Interlibrary Loan (ILL)
- How to Sign In to Your WPU Library Account (Primo)
- How to Sign In to Gale
- How to Use EBSCOhost Databases

Differences Using Library Resources On-Campus vs. Off-Campus

If you are accessing library resources from the WPU network (including personal devices connected to the wireless network), you should not be prompted to sign in.

If you are accessing library resources from a remote location (for example, home), you may be prompted to sign in.

How to Request an Item Through Interlibrary Loan (ILL)

You do NOT need to pay for any books or articles from the library. Library staff can get you any item through Interlibrary Loan (ILL). There is no limit on the number of items (articles, books, CDs, DVDs, etc.) that you may request. However, some may take longer to get than others.

If you need any item, send an email to **WPUlibrary@warnerpacific.edu** to request it through ILL. Be sure to include each item's identifying information. For example:

> *Dynamics of an International Islamic FBO's Healthcare Interventions During COVID-19: An Ethnographic Case Study of Direct Aid in Urban Tanzania.* By Muhoia, Mussa S; Leichtman, Mara A. In: Journal of Muslim Philanthropy & Civil Society, 2024.

## How to Sign In to Your WPU Library Account (Primo)

1. Navigate to: https://library.warnerpacific.edu
2. Select **My Account** near the top right corner of the current window
3. Select **Warner Pacific Login**
4. Enter your **User ID**
    a. NOTE: Your User ID is the first part of your email address (before the @warnerpacific.edu). It does not include the @warnerpacific.edu.
5. Enter your **Password**
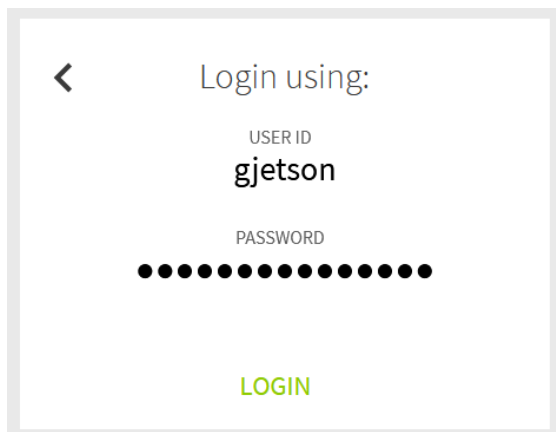   a. NOTE: This is the same password used to access your email.
6. Click the **Login** button
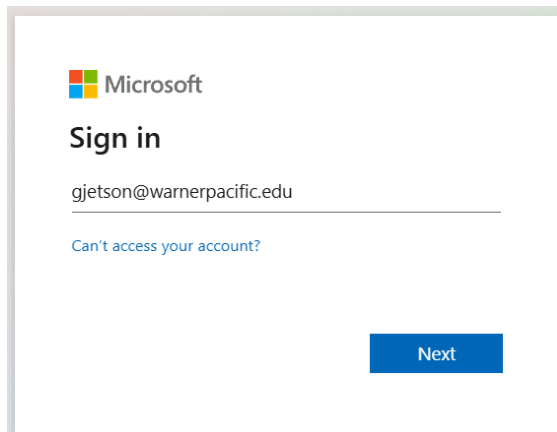
Step 2:

Step 3:
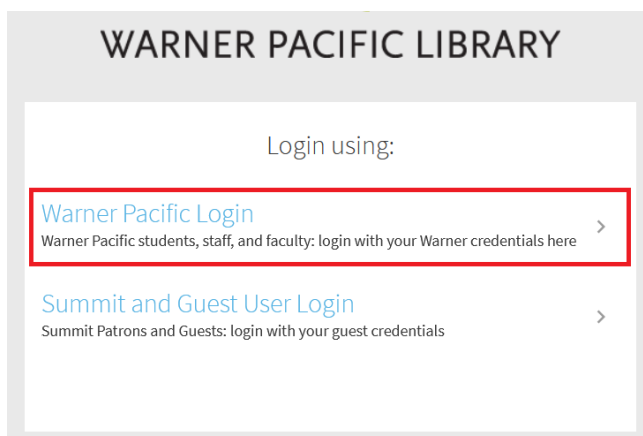
Steps 4-6:

How to Sign In to Gale

When accessing a Gale database from the WPU network (including personal devices connected to the wireless network), you should not be prompted to sign in.
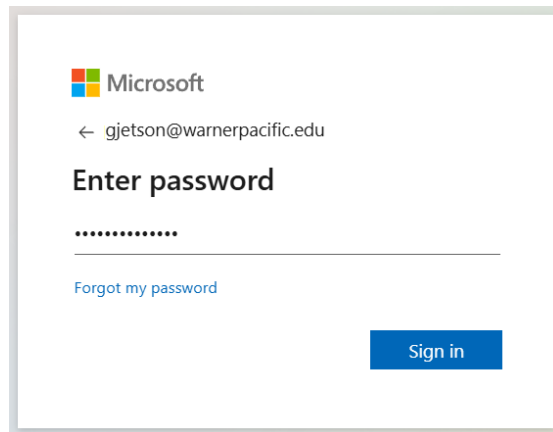
If you access a Gale database from a remote location (for example, home), you will be prompted to sign in the same way you sign in to your email account.

1. Enter your **email address**
   a. NOTE: This is your full email address, including the @warnerpacific.edu.
2. Enter your **password**
   a. NOTE: This is the same password used to access your email.

Step 1:   Step 2:

How to Use EBSCOhost Databases

Warner Pacific University subscribes to the following databases from EBSCOhost:

- Atla Religion Database with AtlaSerials
- CINAHL with Full Text
- eBook Collection
- eBook Education Collection
- eBook Nursing Collection
- eBook Open Access (OA) Collection
- Education Research Complete
- GreenFILE
- Library, Information Science, and Technology Abstracts
- Teacher Reference Center