

Simplified sign-on - Frequently asked questions

Question	Answer
How do I log in to Library e-resources?	When on campus, you will not normally require a username and password. Off-campus you will need your Bournemouth University login. A small number of e-resources have specific usernames - a password sheet can be downloaded from the Library tab on myBU. There is no requirement for an Athens personal account
Who do I contact if I've forgotten my BU login?	Contact the IT Service Desk. Dial 65515 if calling internally or 01202 965515 externally. Support is available 24 hours a day, 7 days a week
Who do I contact if I'm having problems with a library e-resource or I'm not sure which e-resource to use?	Contact Library & Learning Support via Chat, telephone or e-mail. Details at http://www.bournemouth.ac.uk/library/contacts/contact_us_main.html
What is the best way to access Library e-resources?	You are recommended to use the links on the Library tab on myBU or the Library web pages. These links have been created specifically to optimise ease of access. However, if the University has a licence for the e-resource you may also be able to login direct at the e-resource by selecting the login that prompts you to identify Bournemouth University as your home institution. Further information on the Library web pages at http://www.bournemouth.ac.uk/library/resources/resources_main.html
How do I find out what e-resources are available?	Check the information on the Library tab on myBU or on the Library webpages. Alternatively talk to your Subject Librarian, or Library staff on Chat or at a Library Help Zone
I've found an e-resource on the internet. Which login option should I choose?	You are recommended to use the links on the Library tab on myBU or the Library web pages. These links have been created specifically to optimise ease of access. Also by checking the library web pages you get a good idea of what e-resources Library & Learning Support provide for you. However, if the University has a licence for the e-resource you may also be able to login direct at the e-resource by selecting the login that prompts you to identify Bournemouth University as your home institution. Look for words or phrases such as "log in via your home institution" or "UK Access Management Federation" or "Where are you from?" or "Shibboleth" Further information on the Library web pages at http://www.bournemouth.ac.uk/library/resources/resources_main.html
Do I need an Athens personal account?	No. From academic year 2011-12, access to most library e-resources is by using your Bournemouth University login
What should I do if I don't have a Bournemouth University login?	Contact your programme administrator