Fact Sheet 13

Remote access

Register for an OpenAthens account and get access to journals, databases, and ebooks outside the RCH network.

Contact us at rch.library@rch.org.au or via any Ask a Librarian link at the website for help with remote access.

How it works

Library-subscribed resources, such as journals, databases, and ebooks are provided via customised links on the Library website. When you use these links outside the RCH network you will be prompted to log in to OpenAthens before being redirected to your chosen resource.

VPN

The type of VPN provided by RCH IT allows remote access to the RCH Intranet only.

It is not a tool for accessing Library resources; you must still register for OpenAthens.

Resources that are supplied by the Victorian Government-funded Clinicians Health Channel (CHC) are fully integrated into the Library website. Your OpenAthens account also provides access to these resources via the Library's links. If you choose to access these resources directly from CHC instead, you must register for a CHC-managed remote access account at the CHC website.

Some things you need to know …

- **You may register on-site or off-site** using a campus email address. You *must* register on-site when *not* using a campus address.
- **You must activate your account within 30 days** of registering by clicking the activation link sent to the email address you registered with.
- **You can only access journals that the Library subscribes to**, not to every journal that offers an OpenAthens sign-in point. Always check our journals database to see what we have access to.
- **Your account is valid for one year**, and can be renewed if you remain affiliated with the institution you registered under.

  Watch for the email prompting you to renew and follow the instructions to ensure uninterrupted access.
- **When you don't find the article you want** via OpenAthens or from our journals database, you can order it online using our Document Delivery service.

Troubleshooting

- **Forgotten password:** Reset your password.
- **Forgotten username:** Use your email address instead or contact us.
- **Login was successful, but you get repeated "your session has expired" messages**. Clear all cookies and the cache in your browser and start again.
- **Error message: "Your account has expired"**. Contact us for renewal. OpenAthens always email you a month before expiry with a prompt to renew, so watch out for that. You must have continued affiliation with RCH to be eligible for renewal.
- **Login was successful but you can't access the content**. Search for the journal in our database.
  a) Is the journal listed there? It may be from a different supplier than the one you attempted to log into.
  b) Do we have the year/volume/issue that you want? If not, order it online using our Document Delivery service.
- **You attempt to renew an expired account from off-site but it fails**. You can renew off-site only if your campus email address was used when registering. If you used a personal email address, either renew when on-site at RCH or contact us to renew for you.

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