Quick Guide to accessing University of Cambridge eresources

**Section A: What you need**

All students, undertaking a Cambridge awarded course and University staff, will be able to access University eresources including ejournals, ebooks and datasets.

*NB: If you have a University account (formerly RAVEN) and are not able to access eresources please contact the helpdesk at* [*raven@lib.cam.ac.uk*](mailto:raven@lib.cam.ac.uk) *in the first instance.*

To be able to do this you need:

1. A **University account (formerly called RAVEN)**. The institute will have applied to have this account setup for you prior to the start of your course/contract.

The login for this will be your **CRSid** followed by **@cam.ac.uk**

e.g. **ab123@cam.ac.uk**

This is followed by the password associated with that account login.

*NB: it is important to remember that although the login looks like an email address, it isn’t one. Nor can you substitute this login with an email address i.e. ab123@gmail.com or use login details you use elsewhere i.e. ICE VLE*

You will have received an email from the University, at the start of your course, with details on how to activate your account.

Information about this can be found here: <https://www.cambridgestudents.cam.ac.uk/new-students/student-registration>

1. To have setup **multi-factor authentication (MFA).**

**MFA** gives you a secondary layer of security, in addition to the login/password details of your University account and is now required when accessing University resources.

This system is part of the Microsoft based suite of desktop/laptop and network software, which is used across the University.

You will find further information about MFA here:

<https://help.uis.cam.ac.uk/service/accounts-passwords/multi-factor-authentication/mfa-set-up>

*NB: It is important to remember, when using MFA, that you are authenticating to University of Cambridge. MFA is quite common now and users might be using it for other services i.e. Facebook logins, other institutional logins - which have their own versions of the Microsoft suite of software.*

**Section B: Accessing resources**

Now you have your account setup, you can start accessing eresources. There are a few ways this can be achieved.

1. [**iDiscover**](https://idiscover.lib.cam.ac.uk/primo-explore/search?vid=44CAM_PROD&lang=en_US). This is Cambridge University Libraries discovery tool, and it will enable you to locate all physical library resources across Cambridge and give you access to ejournal and ebook titles as well.

*NB: If you are having problems logging into iDiscover, with your University account, please be aware that this not actually required when accessing eresources. Simply use the search facility in iDiscover (without logging in at all) and then enter your University credentials (see section A) when prompted to do so by the eresource you are trying to access.*

*Logging in to iDiscover gives you access to circulation/borrowing services (such as MyLibrary account) and functionality that allows you to request and recall items. It is dependent on you having an active patron account on the UL’s library management system – ALMA.*

*Please contact reader registrations at the UL by emailing* [*registration@lib.cam.ac.uk*](mailto:registration@lib.cam.ac.uk)*, for further information regarding patron accounts, if you find you need to visit the libraries to access physical stock.*

1. [**Eresources@cambridge**](https://www.libraries.cam.ac.uk/eresources) This is the primary webpage for accessing all Cambridge eresources including ejournals, ebooks, databases, newspapers, search tools and browser extensions such as [**LibKey Nomad**](https://www.libraries.cam.ac.uk/libkey-nomad)and [**Lean Library**](https://www.libraries.cam.ac.uk/eresources/access-full-text-anywhere).

If you don't want to have to think about whether you’re on or off campus or whether you are on a library website, we strongly recommend you install either the Lean Library or LibKey Nomad browser extensions – or both.

These tools have been specially designed and are subscribed to by Cambridge University Libraries, so that you can automatically re-route your links through the EZproxy service.

Once installed you will only be required to make a single Raven login for each new browser session.

1. **Directly accessing a resource.** If you know we are subscribing to a particular resource, you can also access this direct via a web search.

To do this you might have to follow the **institutional route** to access it.

When you follow the link, for the resource you are wishing to access, if a University login page doesn't first appear, a login will be required. You will need to find and click on a login link that will be identified by one of the following:

•             Shibboleth login

•             Login via your home institution

•             Institutional login

•             UK Federation

•             UK Federation management

**a.** Click on the **Shibboleth/Institutional Login** link.

**b.**  Under the **"please choose your institution's location”** section click the down arrow and select **UK Access Federation Management** or **UK Federation** and click **Go**.

**c.**  From the list that appears select **University of Cambridge** as your institution.

**d.** The normal University account login process will then start, and you should enter your normal login credentials including MFA (multi-factor authentication) please see [here](https://help.uis.cam.ac.uk/service/accounts-passwords/setting-multi-factor-authentication-mfa) if you require further information.

You can also contact the [UIS helpdesk](https://help.uis.cam.ac.uk/contact-us) if you need further support.

**e.** You will be returned to the resource start page and the words***Logged in via University of Cambridge*** will now appear at the top right-hand side of the screen.

You are now ready to use the resource.

**Section C: Helpdesks**

**Helpdesks: Cambridge University Library**

For all eresource access issues please contact:   
[raven@lib.cam.ac.uk](mailto:raven@lib.cam.ac.uk)

*NB: If you see the message "File missing: docs/deny.htm" contact the helpdesk above in the first instance*

For problems with specific resources, we should have access to, please contact:[*ejournals@lib.cam.ac.uk*](mailto:ejournals@lib.cam.ac.uk) *NB: This helpdesk will look at all ejournal, ebook and database resource issues*

You can also test that your University account's access to e-resources is working with this [Eresource Test](https://eresources-testpage.lib.cam.ac.uk/) page

NB: *There are times when accounts can be compromised and if your access has been suspended, the above test page will tell you.*

**Helpdesk: University Information Services (UIS)**

The main UIS helpdesk is here:  
<https://help.uis.cam.ac.uk/contact-us>

You will find support for all services managed by UIS plus a range of helpdesks supporting services across the University.