

Remote Access to Licensed Electronic Resources

Service Owner Steelsen Smith

YUL Service Domain [Electronic Resource Access Services](#) [1]

Alias EZproxy, VPN, SSO

Short Description: Support for IT services that underpin library services that enable remote access to licensed electronic resources.

Description

Remote access to licensed electronic resources is provided to Yale University and Yale New Haven Hospital researchers through EZproxy, VPN, and other methods including single sign-on, and site-specific credentials. Library IT provides technical support for the Electronic Resources and Serials Management group and the Electronic Resources Problem email list (e-resprob@mailman.yale.edu) [2].

Visibility No visibility restrictions

Who is eligible to use this service offering? Faculty

Students

Staff

Is there a specific area that your user can go to for help?

Do you have specific Documentation and Support outside of the Knowledge Base?

Off-Campus Access to E-Resources LibGuide (public)

- Overview: <https://guides.library.yale.edu/OffCampusAccess> [3]
- FAQ: <https://guides.library.yale.edu/OffCampusAccess/faq> [4]

EZproxy LibGuide (internal)

<https://guides.library.yale.edu/ezproxy> [5]

- Training resources
- List of resources by remote access method

Are there Rates & Charges Associated to this Service Offering? No

Categories Enhancement

Inquiry

Outage

Performance Issue

Scheduling and Support

Something Broken

Tier 1 Support YUL Support Group (listed above)

Sub-category needed? No

Generic Request? No

Can users request access to your service offering? Yes

Support Group [Client Services & IT Operations](#) [6]

Source URL: <https://web.library.yale.edu/lit/servicecatalog/165074>

Links

[1] <https://web.library.yale.edu/service-domains/electronic-resource-access-services> [2] [https://web.library.yale.edu/service-domains/electronic-resource-access-services](#) [3] [https://web.library.yale.edu/service-domains/electronic-resource-access-services](#) [4] [https://web.library.yale.edu/service-domains/electronic-resource-access-services](#) [5] [https://web.library.yale.edu/service-domains/electronic-resource-access-services](#) [6] [https://web.library.yale.edu/service-domains/electronic-resource-access-services](#)

Remote Access to Licensed Electronic Resources

Published on Yale University Library (<https://web.library.yale.edu>)

<https://guides.library.yale.edu/OffCampusAccess> [4] <https://guides.library.yale.edu/OffCampusAccess/faq> [5]
<https://guides.library.yale.edu/ezproxy> [6] <https://web.library.yale.edu/service-support-groups/client-services-it-operations>