Access is Only a Cookie Away

You logged into CaseWireless or VPN exactly like you've been taught to get to articles you need for that project but you keep coming up against:

That’s Frustrating.

Or, some publisher asking for oodles of money to rent (!!!) an article for 24 hours. You know we have a great library! What’s the problem?

What you have is a cookie issue. Some internet junk is lurking in your computer and is blocking access. The only way to fix it is to dump the junk. Fortunately, it's an easy fix. You just need to clear your internet cookies, cache and browsing history.

If you use Chrome, press Ctrl + H to bring up your browser history.

It will look like this. Now, click on the box: Clear browsing data

Check Browsing History, Download History, Cookies
and Cached images and Files. Then clear your history to the beginning of time.

In Firefox, click **Ctrl + Shift + Del:**
If you are an Internet Explorer user, click on the gear:

This (or something similar) will pop up. Click on Internet Options:
Next, click on Delete under browsing history and the Delete Browsing History pop up can be seen. Check off the marked items and click Delete. This process runs in the background:

Once that is done, click OK in Internet Options and close the browser. You may need to re-log into VPN. Go to the Cleveland Health Sciences Library homepage to use our resources. But you know that part, right?

Still not working? Give us a call at 216-368-3218.