LIBRARY DATABASE ACCESS

PROXY SERVER PROBLEMS

Most problems logging in to the proxy server to access library databases relate to the username and password. The server at USC Columbia uses the **Network Username and Password**.

NETWORK USERNAME

Your network username is the portion of your USCA email address before the “@” symbol:

```
USERNAME@usca.edu
```

(Faculty and staff may have a different network username than email.)

Note that the VIP number does **not** work on the proxy server. If you have tried only your VIP ID number to log in then return and try your network username.

NETWORK PASSWORD

The network password is the most common cause of the inability to log in. Check your current credentials at this link:

https://www.sc.edu/about/offices_and_divisions/university_technology_services/support/authenticate.php

You can also search Google for “check credentials site:sc.edu”. Look for “Network Username and Password.” This should also be the link above. If your credentials are correct then try to log in to the proxy server. If you still cannot log in then use the contact data below.

If your credentials require a reset then click the link in the red bar:

Authentication failed. Please visit [http://my.sc.edu](http://my.sc.edu) to check your network username or password.

Using multi-factor authentication you log in to SSC. The resulting page lists your network username and a “Manage Password” button at the far right of the row. Click the manage password button and reset your password:

Now you should be able to log in to access library databases! If this does not succeed then contact:

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