I get a message that my account does not allow access to this resource. What should I do?

Answer

1. Clear your browser's cache and delete cookies from your browser.
2. Make sure you have selected UMBC as your affiliated campus.
3. Make sure you are correctly entering your myUMBC username and password.
4. If you are still not able to log in, use the Request Help link and make sure to include the following information:
   - Name
   - Campus affiliation (faculty, grad student, undergrad student, staff)
   - Campus ID (red number on your UMBC ID card - also available from your myUMBC profile)
   - Library ID (14-digit number above the barcode on your UMBC ID card - also available from your myUMBC profile)
   - Name of the resource you were trying to access
   - Exact wording of any error message(s) you received

Need further assistance?

Phone: 410-455-2346
Chat with a Librarian

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