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

Answer

This information applies to current students, staff, faculty, etc. An individual that’s actively associated to UMBC.

1. Clear your browser's cache, cookies, and temporary internet files: Click here for execution steps.
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, staff, student, etc.)
   - Campus ID (7-alpha number (combination of letters & numbers located 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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