

## Library Access Issues

### GENERAL:

- Make sure that you are currently registered for one or more CityU courses. You may wish to contact your advisor to confirm your registration in our system.
- Students who have not been enrolled in a CityU course for more than three months lose access to most online library materials. If you are working on a project or thesis, please ask your academic advisor to enroll you in a continuance (“99” level) course so you can use the library databases while you are finishing your project/thesis.
- If these suggestions do not help, please [Ask a Librarian](#) or submit a ticket to our [24/7 Help Desk](#).

### ERROR MESSAGES:

- You see the following ERROR (or some variant):

*“Either multiple user identities are available for the current request or selected account is not supported for the scenario.”*

This may be caused by having multiple Office 365 sessions active at the same time (e.g. your CityU account and a personal or work account). Try explicitly logging out of all other (non-CityU) Microsoft accounts – this may also require closing desktop Office applications – and then try accessing again.

- You see the following ERROR (or some variant):

*“Your connection is not private”*

This appears to be caused by the browser forcing strict transport security. It’s not clear why this is getting stuck sometimes. Some users have had success by deleting the domain security policies for cityu.edu as outlined here: <https://www.thesslstore.com/blog/clear-hsts-settings-chrome-firefox>. If you need help walking through this process, we recommend reaching out to the [IT Help Desk](#).

### READING LISTS:

- To find course reading lists, click “Find Your Textbook” from the library website. [direct URL: <https://cityu.alma.exlibrisgroup.com/leganto/login?auth=SAML>]
- *If that link doesn’t work, try* [https://cityu.alma.exlibrisgroup.com:443/leganto/public/01CITYUNIV\\_INST/searchlists](https://cityu.alma.exlibrisgroup.com:443/leganto/public/01CITYUNIV_INST/searchlists).