

# Library Resources

## How do I access Hedberg Library's resources off-campus?

### Off-Campus User's Guide to Carthage Electronic Resources

This document provides information to Carthage users who access electronic resources from off-campus.

#### Carthage username and password

Your Carthage username and password is the login that gets you into the my.carthage portal, to library resources off-campus, and to the campus printing system.

#### Carthage E-mail

Because Carthage's Google Apps e-mail system is web-based, it is accessed in exactly the same way from on- or off-campus. Access the Carthage e-mail system through your web browser either by:

- Logging in on the Carthage home page at <http://www.carthage.edu/> (click the "EMAIL" link the "TOOLS" drop-down menu on the upper right of the Carthage website.) OR,
- Pointing your browser to [mail.carthage.edu](mailto:mail.carthage.edu).

Your Carthage email username and password is the same login that gets you into the my.carthage portal.

Carthage passwords are synced with your Carthage gmail account, so you only have to remember one password. When you change your Carthage password, it automatically resets your email password as well.

#### Library Research Databases

You may access the library's research databases from off-campus. When you attempt to search using a database, the system will prompt you to enter your username and password. Entering your Carthage credentials will authenticate you with the system and should allow you access to almost all of the Hedberg Library databases from off-campus.

#### Library Catalog

You can search our catalog to find out what books, CDs, DVDs, and other physical items are available for check-out. Accessing the Carthage library online catalog from off-campus is identical to accessing it from on-campus. Since the library catalog is web-based, it can be accessed from any web browser anywhere. Once you launch your browser, you can bring up the Carthage library catalog as follows:

Bring up the Carthage web site at <http://www.carthage.edu> and select the link for

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"LIBRARY" in the "TOOLS" drop-down menu on the upper right of the Carthage website. You may also go directly to <http://www.carthage.edu/library>. The catalog search box will be on the library's homepage.

## The Portal: [my.carthage.edu](http://my.carthage.edu)

The Portal is available at <http://my.carthage.edu> or by clicking on the "MY CARTHAGE" link in the "TOOLS" drop-down menu on the upper right of the Carthage website. Use your Carthage username and password to login at the upper right. (If you cannot login, test your Carthage username by going to <http://help.carthage.edu> - the Request Tracker help request system. If you can login to Request Tracker but not to the portal ([my.carthage.edu](http://my.carthage.edu)), please email [help@carthage.edu](mailto:help@carthage.edu).

The Portal ([my.carthage.edu](http://my.carthage.edu)) is where you can access eLearning, our online course management system. It's also where you register for classes, check grades, and check financial aid.

Your Carthage username is the same as your e-mail login. If you don't know your Carthage password, you'll want to make sure you get that worked out before your time to register! Contact the Hedberg Library Information Desk in person with your ID or e-mail the request to [help@carthage.edu](mailto:help@carthage.edu).

Registration functions are accessible by clicking on the "Advising and Registration" tab.

## Recovering Lost Passwords

Our password recovery system uses privacy questions to allow you to reset forgotten or expired passwords. Before this happens to you, go to <https://password.carthage.edu> to login and set up your privacy questions.

If you have not set up your privacy questions, you will need to contact the Hedberg Library Information Desk to request a password reset. You can do this by e-mailing [help@carthage.edu](mailto:help@carthage.edu) or by calling 262-551-5950. Please include your Carthage ID number as well as information on how we can contact you, preferably via e-mail. Whenever your Carthage password is changed (by your or by us,) it will reset your Google password at the same time.

## Getting Help

You can get help with technology-related questions or contact library services, computer services, or media services via the Hedberg Library Information Desk in one of the following ways:

- Submit a help ticket to Request Tracker at <http://help.carthage.edu> and log in using your Carthage user ID and password.
- Call us at 262-551-5950.
- Visit us in the Hedberg Library.
- E-mail us at [help@carthage.edu](mailto:help@carthage.edu).

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If you are trying to reach a specific member of the Library and Information Services staff, email [help@carthage.edu](mailto:help@carthage.edu).

Unique solution ID: #1051

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