New Students & MFA

With new and returning students arriving on campus it is a good time to revisit the ins and outs of Multi Factor Authentication (MFA). MFA is a security measure that adds a verification step to the log-in process for off-campus access to Yale’s network and resources. MFA requires that, after submitting NetID and password information, a user confirms their identity using an app called Duo. MFA/Duo makes it so that if a NetID is stolen, personal information is still safe because the thief is unlikely to also have the phone or device that would make it possible to log-in.

When and where is MFA used?
MFA is needed when logging into CAS or VPN from outside the Yale network, which includes remote locations (Sally’s pizza and Blue State!) as well as Yale Guest wireless. When on-campus, all users should be on the Yale network. No MFA/Duo is needed when using a hard-wired computer or Yale Secure Wireless, both of which are considered to be on the Yale network.

MFA Troubleshooting Tips
- While we say “MFA” users might say “Duo”, which is the name of the app for MFA.
- AskYale is full of specific advice on MFA, including what to do if you lose your phone and need to register a new one.
- Central IT also has information on how to enroll a device, add a new device, as well as how to use MFA when travelling.

Common linking problems, Part 2: Article Indexing

As a continuation from the last issue – Common linking issues, Part 1: Articles in Supplement Journals – we are exploring more reasons why users might experience linking errors from Quicksearch and the Yale Links menu.

Linking errors can occur when items that appear to be stand-alone articles are actually published as a subsection within larger works, such as with book reviews, meeting abstracts, and features in regularly published columns. These error messages might read, “The page you were trying to reach cannot be found” – indicating that a content provider simply cannot make the link because the indexing differs from how the content is made available on the platform.
One way around this situation is to navigate to the article directly in the provider’s database. To do this, instead of selecting the “Article” option on the Yale Links menu, select the “Journal” link and use the citation to either navigate to the issue and article, or conduct a search within the journal title itself.

**Try it!** Search for the author and title from citation below in Quicksearch; in the Articles+ display select the article that appears in the journal “Northern History” and use the troubleshooting method described above to gain access. Alternately, skip right to the link menu for this article to test the troubleshooting method described above.


Keep in mind that for errors related to content that is contained within a larger piece, the actual content requested may display under a different title. Be sure to compare the citation information for the content retrieved from the keyword search with the original citation displayed on the YaleLinks menu.

**Types of problems to send e-resprob**

Use e-resprob@mailman.yale.edu to report access errors and metadata issues for electronic resources. Specifically, the Electronic Resources Group sets-up and maintains access for top-level databases and electronic journals, through the Database A-Z list, Articles+ within QuickSearch, and the E-Journal Portal. Issues related to journals and databases we can review right away.

Ebooks – though licensed through Electronic Resources – are set-up and maintained at the title-level by Cataloging. Should there be an issue with ebooks in Orbis or Books+ within Quicksearch, e-resprob@mailman.yale.edu will field your inquiry to Cataloging for resolution.

For help with individual software or computing needs, including MFA/Duo and VPN, direct patrons to the ITS Help Desk: http://its.yale.edu/help.

**Thank you!**

We want to hear from you. What do you think of this newsletter? Is it useful? What sort of information would you like to see in the next issue? Please let us know by contacting the E-Resources Troubleshooting Team at e-resprob@mailman.yale.edu.

Archived editions of this newsletter are available at: http://guides.library.yale.edu/troubleshooting.

Thanks for reading,

E-Resources Troubleshooting Team (e-resprob@mailman.yale.edu)