FAQ for TNE Link Tutors:
Partners and Library Electronic Resources

What online resources can overseas partner students access and how?

Students registered for a University of Greenwich programme studying at an overseas partner institution can access a number of online resources via the University of Greenwich Portal. For more details about what databases are available to overseas students please visit https://libguides.gre.ac.uk/eresources/access

What e-resources can partner staff access and how?

Staff who are employed by an overseas partner institution of the University of Greenwich involved in the teaching or support of students registered on University of Greenwich programmes can apply for an affiliate account. An affiliate account gives limited access to e-resources via the Portal. More details about what databases they can access are available at: https://libguides.gre.ac.uk/eresources/access

Why do people experience technical issues accessing online resources although they are logged in to the Portal?

Access to e-resources is more seamless when you are logging in from a university PC as you are connecting from an authorised location. When you are off campus you are usually required to select the name of the university from a list of institutions to connect. This is one of the steps necessary to complete authentication and applies to all off campus users (not just partners). University of Greenwich staff and students on our onsite programmes experience the same issues once they log into the Portal off campus. More guidance about how to solve connectivity problems can be found at https://libguides.gre.ac.uk/eresources/authentication

Why do Partner staff have access to fewer e-resources than Partner students?

The University of Greenwich is obliged to comply with the terms and conditions of the licences governing the use of the electronic journals and databases. Some publishers and providers do not allow for partner institutions supporting University of Greenwich students to access their content. Online resources to which partner staff have access may not be used for the teaching or support of students registered in programmes not linked to the University of Greenwich.

Why are users off-campus asked to pay for some articles?

This often happens because some databases offer bibliographic information for content to which the university does not subscribe. When this happens, users need to check if we subscribe to the specific publication using the Publication Finder feature available in LibrarySearch. If we have a subscription for that journal title and year of the publication, but the database is asking for payment, it means the user has not been authenticated properly. More guidance about how to solve this connectivity problem can be found at http://libguides.gre.ac.uk/eresources/offcampus

For any further questions or comments please contact: L.Newman@gre.ac.uk
Library Education and Partnerships Manager

Can we supply our overseas students and staff with digital scans to fill gaps in their access to e-resources?

No, we cannot. The CLA license that allows the library to scan chapters of books and articles to be uploaded to Moodle only covers courses being delivered in the UK. Making any of these materials available to overseas programmes is an infringement of the terms and conditions of the License.