Ebook Troubleshooting Guide

This troubleshooting guide aims to answer some of the most common questions and issues around accessing our ebooks. If you have a query which is not covered in this guide don't hesitate to contact the library or your ADLL for support. You can find key contact information on our website.

Q. How do I access Ebooks?

A: Ecore is our library search tool which allows you to search, access and download our ebooks. You can read about and access Ecore by visiting the Ecore page on our library website.

Q. I have tried to login to Ecore but it says my login details aren't recognised?

A: Once you are enrolled as a student, and have been given your student number, you should be able to access Ecore. When logging in remember to use your student email address as your username. It should look like this:

ECXXXXX@edinburghcollege.ac.uk
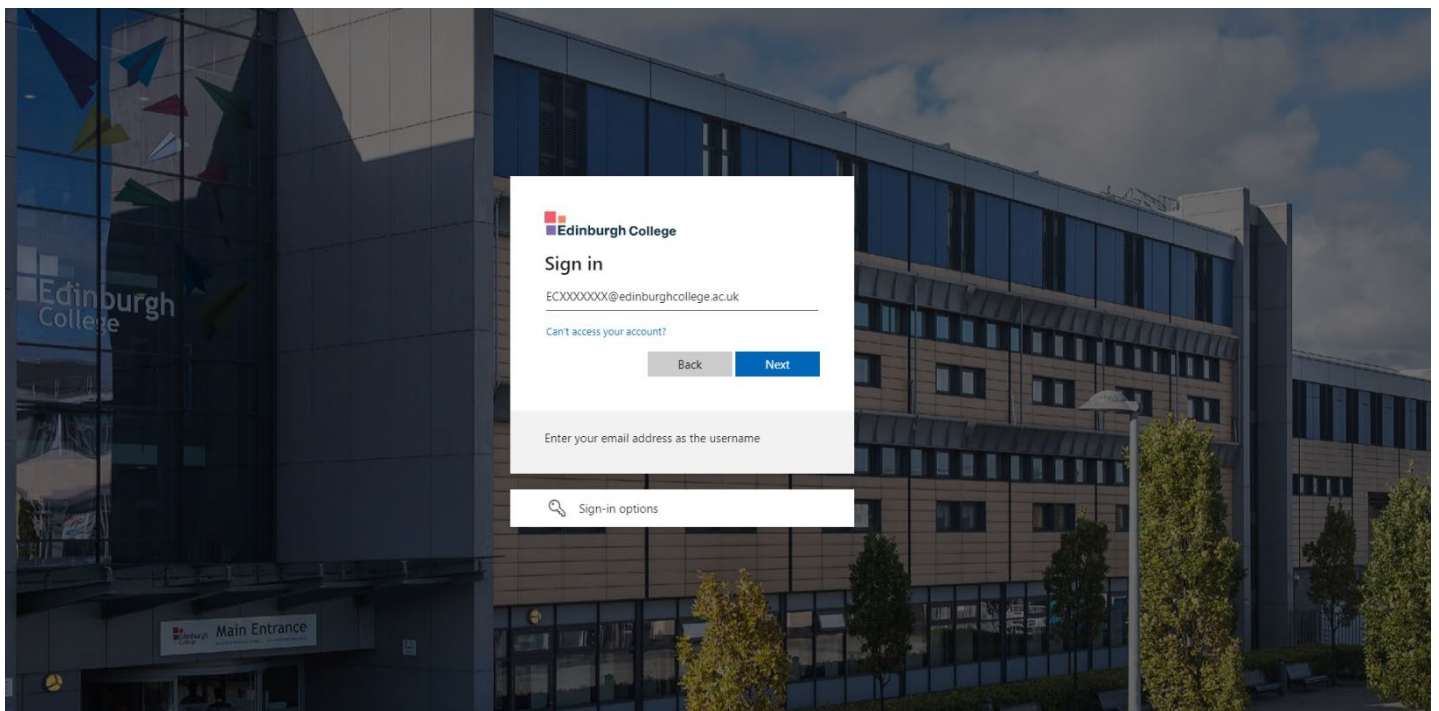
Your password will be your network password. This is the same password you will use to sign into Moodle or Teams.

If you are still unable to access Ecore after entering the above, contact your ADLL or pop in to the library where a member of staff will support you.

## Q. I have searched Ecore but can't see an option to access the Ebook online?

After performing a search on Ecore, you will get a mix of results returned. This will include a mix of books, ebooks, articles, videos etc. So if you cannot see an option for access, you should double check you are looking at an ebook. Just above each search result it will give you a description of the source type:

If the source is an ebook it will always give you a PDF Full Text or Read Online option under the access tab.

Q. I am looking for a specific Ebook but can't seem to find it?

A: Whilst we do our upmost to make materials available in an e-format, not all of our titles are available as ebooks. The easiest way to find out whether we have an ebook is to search for the title or author you are looking for.
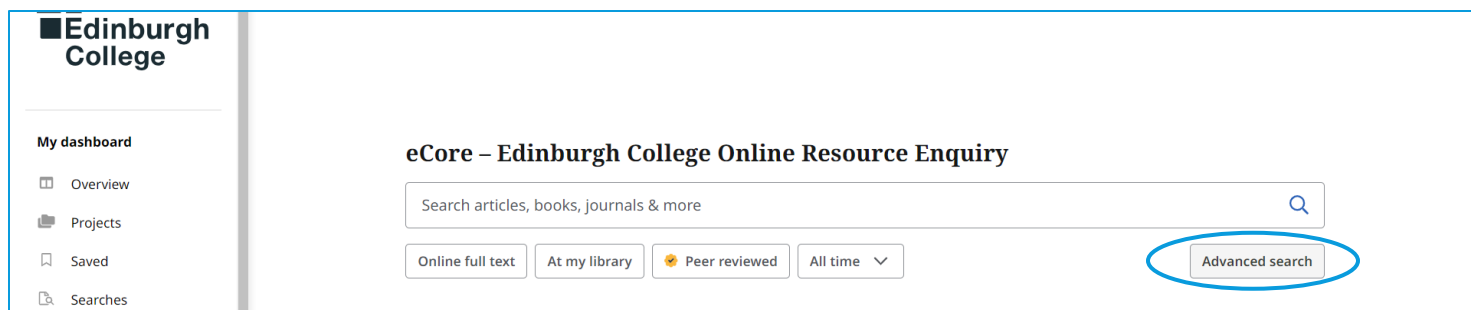
To do this click on the option for advanced search.

Then click on "all fields" beside a search box and will see option to search for "title" or "author:"
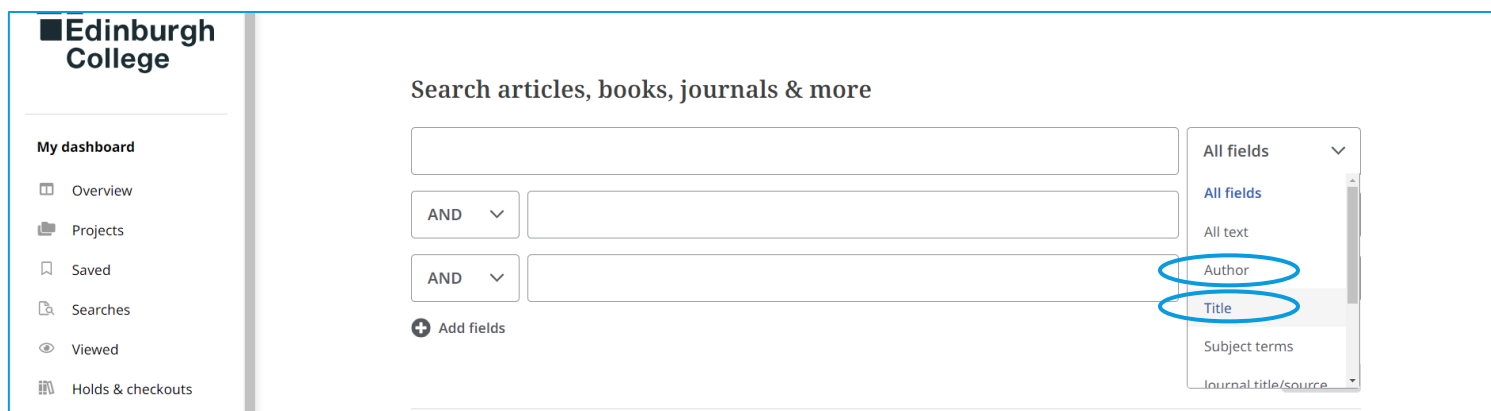
Click on search at the bottom right of the screen and you'll then see the search results which match that title or author:

If you cannot find the title you are looking for, contact your ADLL who will be able to check for the title via other online resources or suggest alternative titles you can use.

Q. I am trying to access an Ebook but … page will not load/receive an error message?

A: We are sorry you are having trouble accessing our ebooks. If you encounter any error messages, or if a page fails to load, you should contact your ADLL who will able to support you.

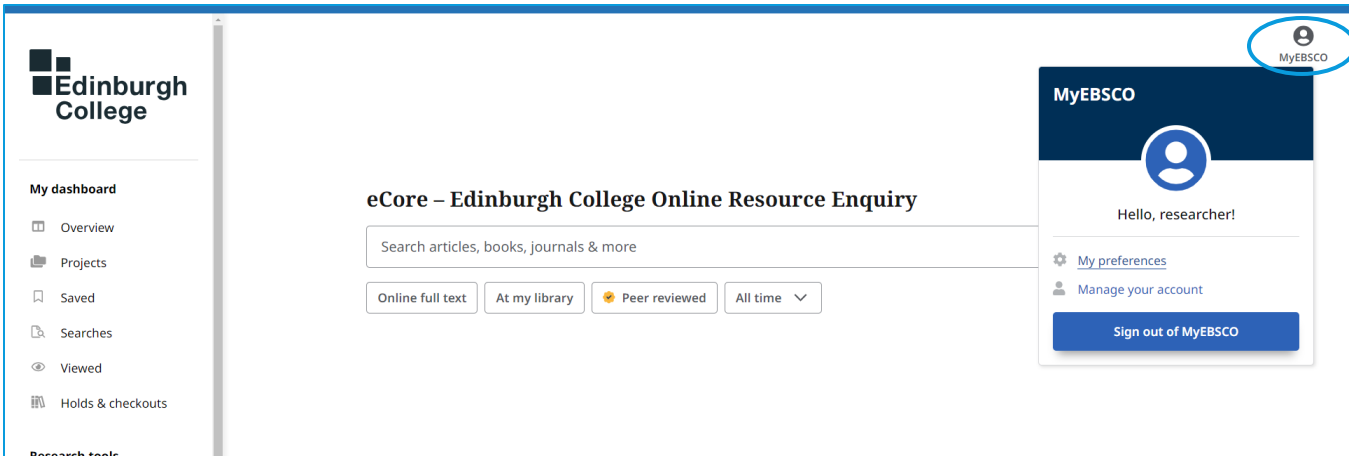However, if you are able, there are some quick steps you can take which might resolve the issue:

1. Refresh the page: Click on the link or URL at the top of the page, and push the return/enter key on your keyboard. Alternatively, pushing F5 on your keyboard will also refresh the page.

2. Close Ecore and restart your search: Before doing this you should take a note of any titles you want to revisit. After closing the Ecore tab, access Ecore again from the [library website](#) or your [subject guide](#).

If the above does not work, contact your ADLL who will help you resolve the issue.

Q. I've bookmarked items but cannot see them in my saved folder?

A: In order to bookmark, or save, items you find on Ecore, you should ensure that you have first signed into your MyEBSCO account. You can check you are signed in by clicking on the MyEBSCO icon on the top right where it will confirm you are signed in, or prompt you to do so. You can sign into your account using your student email address and network password.

If you are not signed in to your MyEBSCO account you will not be able to save or retrieve any saved items. You should check that you are signed in to MyEBSCO at the start of each session.

Q. I've downloaded an ebook but it won't open?

A: You should check that you have downloaded Adobe Digital Editions, this is a free piece of software that is required to open any downloaded ebooks. Once you have installed this, your ebook should open using this software. You can download Adobe Digital Editions free from the Adobe website.

Please note that you do not need this software if you are accessing ebooks via your phone on the MyEBSCO mobile app.

Q. I've download an ebook but it seems to disappear after a few weeks?

A: Due to licensing restrictions you will only be able to keep an ebook for a predetermined amount of time, normally 7 or 14 days. You will be notified of how long you can keep the ebook for prior to downloading it.

After the 7- or 14-day period has expired, you can simply redownload the ebook again, or access it online.

Q. Can I access ebooks on my phone?

A: Yes you can access ebooks from the browser of your phone.

For better functionality and display you can also download the MyEBSCO Mobile app. Simply search for this in your app store. Open the app and follow the instructions on screen, searching for Edinburgh College when prompted. Then entering your student email address and password.

Once you are signed in you can search, access and download ebooks. Please note that your device must be running:

- Apple iPhones and iPads: iOS 11+
- Android Devices: Android 9+