



### **Scenario: The Griffin can't login to Logue's Databases**

#### **What to do if your CHC Password is not working...**

**Question #1:** Chestnut Hill College's The Griffin can't remember his login to access peer-reviewed journals from Logue Library. He knows the personal password that he created and thinks that his login is **griffint@chc.edu**. He continues to login until his credentials are locked.

**Answer:** The login for Logue Library **should not contain the @chc.edu**. If you use it, you will not get access. If you continue to do this, the system will block you because of the login issue.

**Remember:** The Griffin username is **griffint** combined with his password. This is the correct way to login to Logue's databases.

**Question #2:** What should the Griffin do now that they are locked out of their CHC Account?

**Answer:**

(a) Contact the Logue Librarians at **Librarians@chc.edu**. They will tell him to contact the IT Dept. to get his password reset. Or they will email him a handout with instructions to reset his password himself.

(b) Contact the IT Dept. directly at **WHD@chc.edu** or phone **(215) 248-7195**