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Logon Problem Report Form

Use this form to contact us if you are having difficulty logging in to any of our library services.

Logon Tips

1. Find your eID and **test it** through the VCU Central Authentication Service at <https://login.vcu.edu>.
 2. **If you cannot login to the VCU Central Authentication Service**, you probably have a password problem. Contact the [VCU Technology Services Help Desk](#). The Help Desk can help you if you do not know your password or if you have forgotten your password.
- The * below indicates required information. You will receive an email response. *Thank You.*

* Full Name:

eID: ([What's an eID?](#))

* E-mail Address:

* Telephone Number:

* What are you unable to access (*select one*)?

- Database
 E-journal
 Course reserves
 ILLiad
 My Library Record
 E-book
 Other

* Are you (*select one*):

- Student
 Faculty
 Staff
 MCVH Staff
 Preceptor
 Friend of the Library
 Other

* Are you connecting from (*select one*):

- Off-campus home
 Cabell Library
 Tompkins-McCaw Library
 On-campus (e.g., dorm, office)
 Off-campus other (e.g., workplace)

Please describe the problem you are having: