

Logon Problem Report Form

REMINDER: Your username and password for both off-campus access to VCU Libraries resources and in-library Internet access is your eID and password. All accepted students, faculty, staff, and authorized affiliates of VCU have been assigned an eID. This is the username and password you use to access your VCU email account and Blackboard.

1. **Verify your eID** and **test it** by opening your email account or Blackboard.
2. **If you cannot open your email account or Blackboard**, 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.
3. **Submit this form when your eID works for VCU email or Blackboard**, but you cannot access VCU Libraries resources from off-campus or the Internet from inside the libraries. If you are trying to connect from off-campus, be sure you have looked at the [remote access help information](#).

The * below indicates required information. You will receive an email response. *Thank You.*

* Full Name:

* 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*):

- Faculty
 Staff
 MCVH Staff
 Graduate Student
 Undergraduate Student
 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: