Why did I receive an "Authentication Failed" message after logging in to EBSCOhost?

For Library Patrons:

If you receive an "Authentication Failed" error message, your institution's authentication information should be verified in EBSCOadmin. Please contact the library administrator for assistance.

For Library Administrators:

Possible error situations are listed below.

• **No Active Profiles**

  You must have a profile with active database subscription(s) to log in to EBSCOhost. Log in to EBSCOadmin to ensure that you have a profile set up with at least one database in it. If you do not have any profiles set up, follow the instructions for creating a profile in EBSCOadmin, or contact Technical Support for assistance.

• **No CustID Specified on URL**

  To log in using CPID (Pattern IDs) or Patron Files (Customer Coordinated) authentication, you need to include your institution's Customer ID (custID) in the URL as follows:
  - **CPID:** http://search.ebscohost.com/cpidlogin.aspx?custid=[your institution's custID]
  - **Patron Files:** http://search.ebscohost.com/custlogin.aspx?custid=[your institution's custID]

• **Invalid Patron ID or Password or Invalid UserID or Password**

  Users will receive this error message if the authentication information entered does not match that stored in EBSCOadmin for your institution.

• **Authentication failed due to insufficient credentials.**

  Users will see this error message if the referring URL in EBSCOadmin does not match the URL last visited before following a link to EBSCOhost.

• **To review the authentication information for your institution:**

  2. Click the Authentication Tab.
  3. Click on the tab representing the type of authentication your institution is using (e.g., User ID/Password, etc.).