EBSCO's Upcoming Privacy and Security Enhancements

EBSCO is committed to ensuring the security and privacy of customer and end-user data. After making significant investments over the last few years, we are continuing with enhancements aligned to our goal of providing an optimal experience, meeting the privacy standards for all customers around the globe. These changes will allow users and customers to have the appropriate controls and protections while allowing us to provide a secure, safe and reliable research environment.

We are actively implementing a program to ensure full compliance with the enhanced European Union data protection legislation, the General Data Protection Regulation, when it comes into effect on May 25, 2018.

In 2018, EBSCO is upgrading our platform and services with the following enhancements:

• Implementing tools to enforce the use of strong passwords
• Transitioning our platforms to HTTPS (secure data transfer)
• Providing privacy controls for end users

Read the more about EBSCO’s Path to GDPR Compliance.

Strong Passwords

When creating a new User ID and password combination, or updating the password for an existing User ID in EBSCOadmin, strong passwords are required. Passwords must follow these guidelines:

• Include at least one number
• Include at least one special character (!, @, #, etc. A space is not a valid special character.)
• Password must be at least 6 characters
• Password cannot include your user ID
• Password cannot include any form or variation of the following words: ebsco, ehost, admin, dynamed and password

Note: These new guidelines apply to creating or updating passwords for Personal User accounts, My EBSCOhost Folders, and DynaMed Plus personal accounts.

Watch a short tutorial here: Creating Strong Passwords in EBSCOadmin

For more information, see:

• What are strong passwords in EBSCO products and interfaces?
• How do I set up User ID/Password Authentication?
Transition to HTTPS

Access points into EBSCO products will transition to HTTPS (version TLS 1.2) in July. HTTPS ensures that data exchanged between end-users and EBSCO is secure and the privacy of your end users and patrons is protected.

For customers who have not updated their institution’s links to their EBSCO resources, a redirect will be in place to ensure access for end users when the transition occurs.

Customers that would like to enable HTTPS for their products now can do so in EBSCOadmin. To learn how to enable HTTPS authentication, please see Enabling HTTPS authentication in EBSCOadmin.

Please note, the change to EBSCOadmin’s HTTPS tab should take place within 15 minutes. If these changes are not reflected in that time, the customer should navigate to the profile in EBSCOadmin for which they enabled HTTPS and click the View Changes on EBSCO link. Contact Support if changes are not updating. For the best experience, it is recommended that customers also update their links.

Proxy Server Updates

Customers who utilize proxies to authenticate users will require acknowledgement of a SSL certificate. This should be worked out with the proxy vendor.

An SSL certificate purchased from a Certificate Signing Authority is recommended. While free self-signed certificates can be used, they will trigger a browser warning that end-users will have to acknowledge and choose to ignore before accessing EBSCO interfaces.

A certificate from a Certificate Signing Authority will allow end-users seamless access to EBSCO interfaces without a browser warning.

For more information, see the following page from OCLC’s support site: https://www.oclc.org/support/services/ezproxy/documentation/cfg/ssl.en.html

To learn how to add your proxy server, please see How do I add a Proxy Server in EBSCOadmin and embed it in my EBSCOhost URL?

Referring URL Updates

Referring URL authentication will require HTTPS in order to properly work with EBSCO URLs. This means any link that has been added to the Referring URL authentication page in EBSCOadmin must be a secure HTTPS link.

If you’re using Referring URL and have not updated your URL in EBSCOadmin to a secure HTTPS link, your users will receive the following error message when trying to access EBSCO interfaces:
"We are unable to validate your login credentials. Please contact your institution for assistance. Please note, Referring URL authentication may have been prevented by antivirus or privacy control software. [Authentication Error Code 103]"

For more information, see:

- Referring URL Authentication - FAQs

**Browser Requirements**

Browsers that are not supported will have issues properly displaying elements of EBSCO interfaces. Ensure that your institution's browsers are running the most recent versions to prevent these issues.

**Note:** EBSCO uses Transport Layer Security (TLS) 1.2. TLS 1.2 is enabled in most browsers by default, but needs to be enabled in Internet Explorer 10.

To enable TLS 1.2 in IE 10:

1. Go to **Settings** in your Internet Explorer 10 browser.
2. Click **Internet Options**.
3. Click the **Advanced tab**.
4. Under the **Security** header, select the checkbox for "Use TLS 1.2".
5. Click **OK**.

For more information, see:

- Minimum Browser Requirements for EBSCO Interfaces

**Privacy Controls**

EBSCO has enabled a set of privacy controls that allows your end users and patrons to have control over their personal information, including the ability to remove that information from EBSCO's services at any time.

Any user creating a new personal account (My EBSCOhost Folder, Personal User Account, DynaMed Plus Personal User Account) is provided privacy policy information and must give consent to complete the account creation process. Users with existing accounts are also prompted to read the policy and provide consent the first time they log in.

Users who do not wish to provide consent to the privacy policy have the option to use the Remove My Data feature and have their account removed from EBSCO's system. Accounts that are removed are not recoverable.

Users can also request a report detailing their personal account activity within EBSCO products.

View the My EBSCOhost Tutorial

To learn more about creating a personal account, see How to Create a My EBSCOhost Account.