

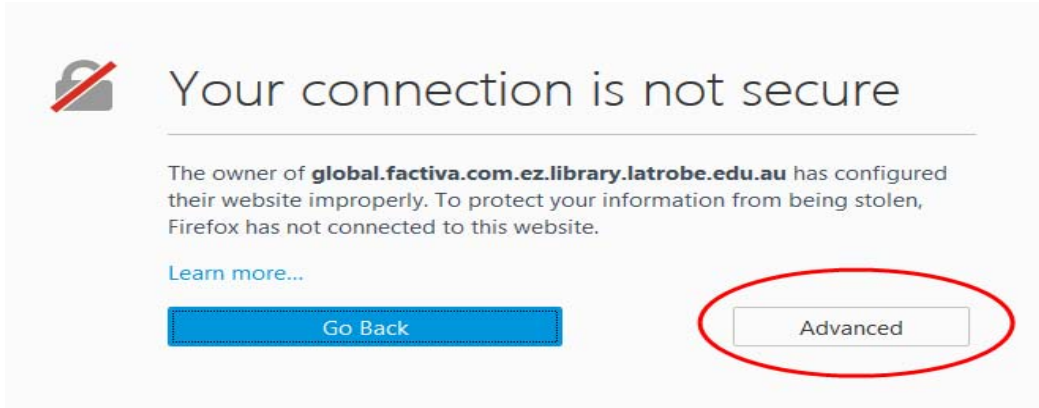
## Factiva access problems

A warning message about a security certificate may appear in your browser when you try to access Factiva and can sometimes occur with other resources. To enable you to access Factiva and other library resources choose your browser from the list below and follow the steps provided.

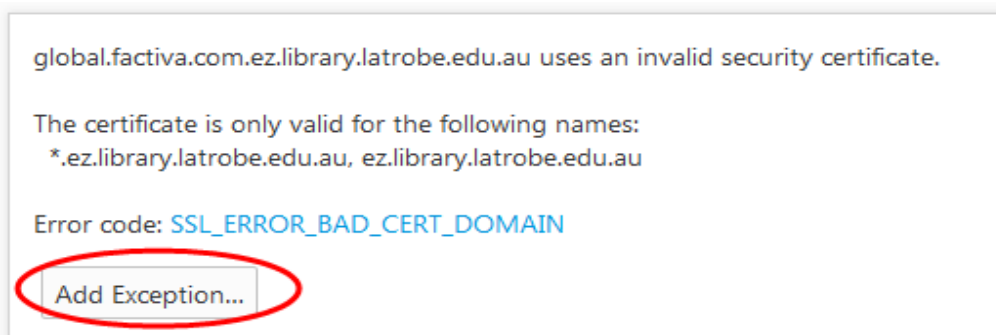
### Firefox

When using Firefox and trying to access Factiva follow the circled prompts

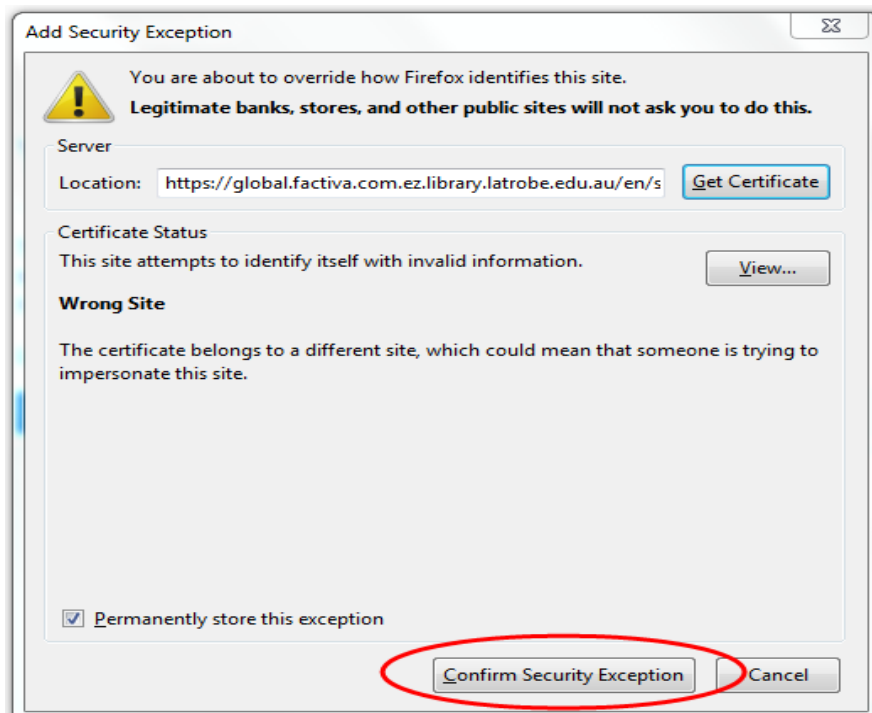
#### Step 1



#### Step 2



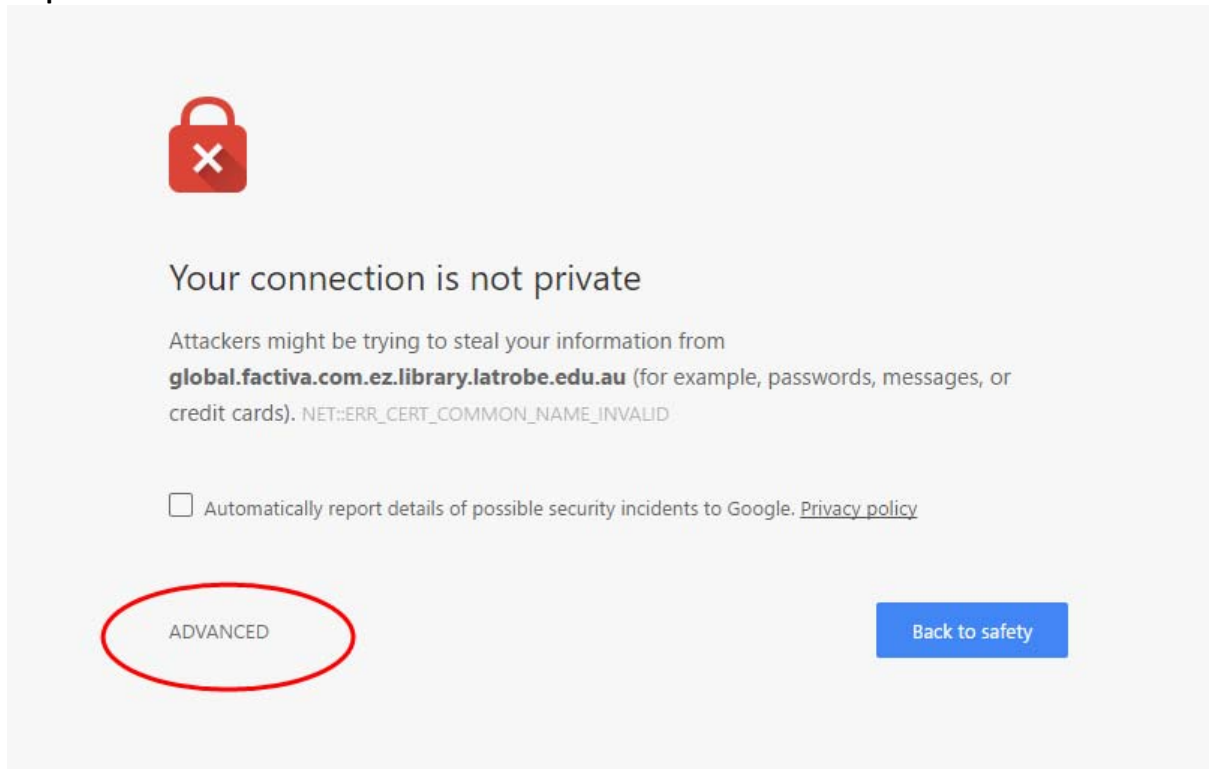
#### Step 3



## Chrome

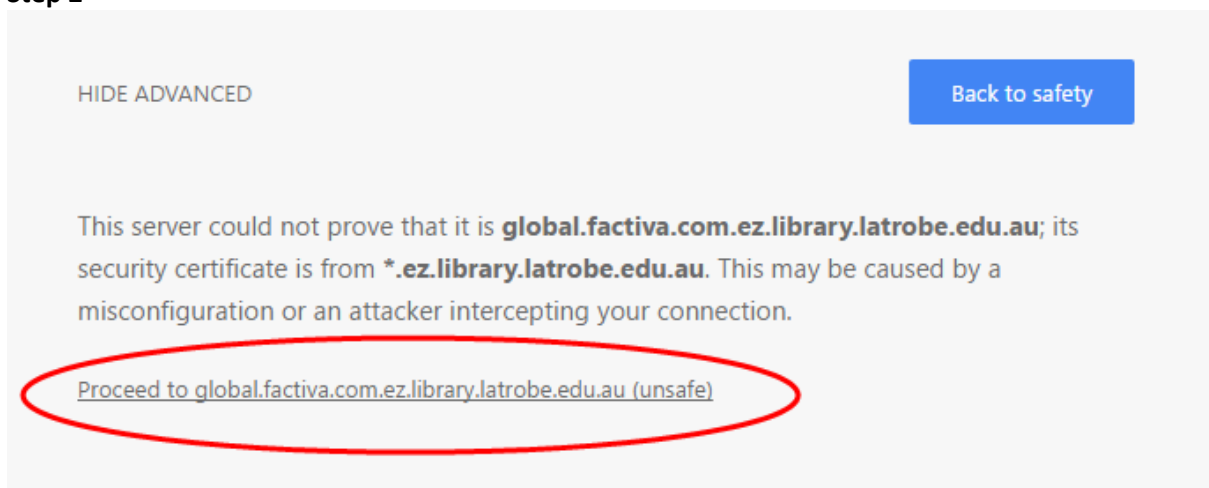
When using Chrome and trying to access Factiva follow the circled prompts

### Step 1



A screenshot of a Chrome security warning page. At the top left is a red padlock icon with a white 'X' inside. Below it, the text reads "Your connection is not private". Underneath, it says "Attackers might be trying to steal your information from **global.factiva.com.ez.library.latrobe.edu.au** (for example, passwords, messages, or credit cards). NET::ERR\_CERT\_COMMON\_NAME\_INVALID". There is a checkbox with the text "Automatically report details of possible security incidents to Google. [Privacy policy](#)". At the bottom left, the word "ADVANCED" is circled in red. At the bottom right, there is a blue button labeled "Back to safety".

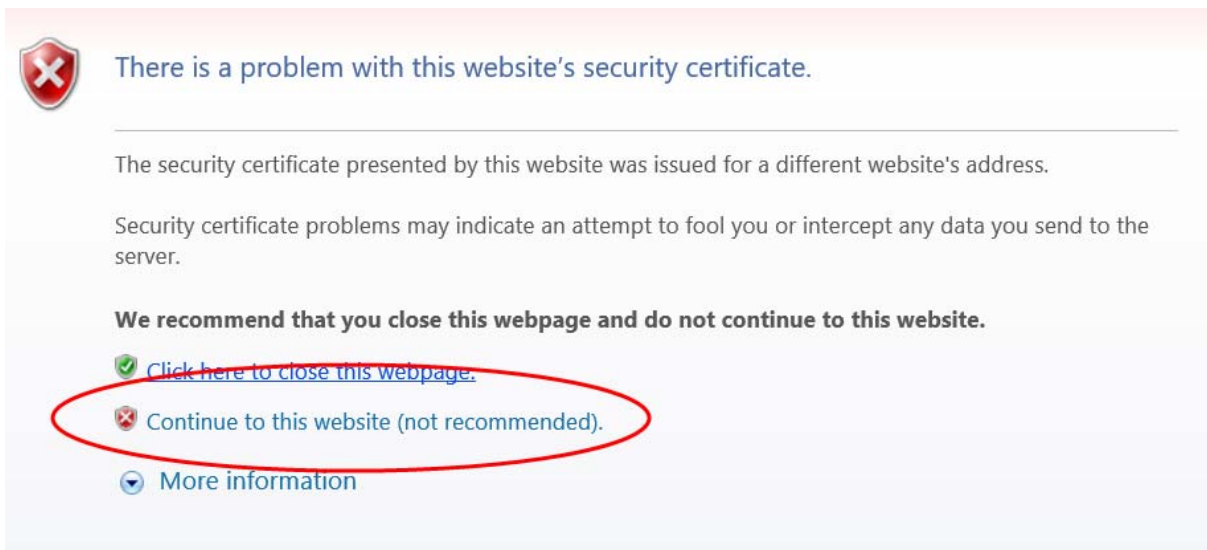
### Step 2



A screenshot of a Chrome security warning page. At the top left, it says "HIDE ADVANCED". At the top right, there is a blue button labeled "Back to safety". The main text reads: "This server could not prove that it is **global.factiva.com.ez.library.latrobe.edu.au**; its security certificate is from **\*.ez.library.latrobe.edu.au**. This may be caused by a misconfiguration or an attacker intercepting your connection." At the bottom, the text "[Proceed to global.factiva.com.ez.library.latrobe.edu.au \(unsafe\)](#)" is circled in red.

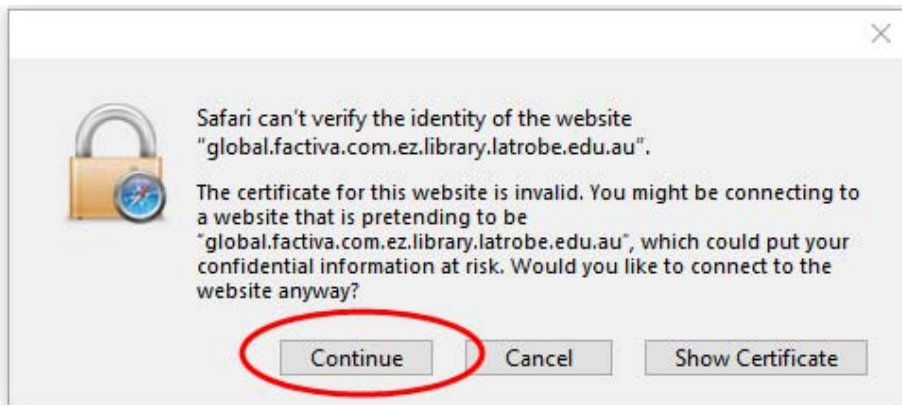
## Internet Explorer (IE)

When using IE and trying to access Factiva follow the circled prompts



## Safari

When using Safari and trying to access Factiva follow the circled prompts



## Safari (Mobile)

