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

![Firefox warning message](image1.png)

Step 2

![Firefox certificate error](image2.png)

Step 3

![Firefox add exception](image3.png)
Chrome
When using Chrome and trying to access Factiva follow the circled prompts

Step 1

Your connection is not private
Attacks might be trying to steal your information from global.factiva.com.ez.library.latrobe.edu.au (for example, passwords, messages, or credit cards). NETERR_CERT_COMMON_NAME_INVALID

Automatically report details of possible security incidents to Google. Privacy policy

ADVANCED

Back to safety

Step 2

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.

Proceed to global.factiva.com.ez.library.latrobe.edu.au (unsafe)
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)