I am having issues with Mac user from EZproxy to ILLiad Web pages and need to know how to fix the issue

Symptom

• You are having an issue with a user who is using a Mac and having issues signing in to ILLiad Web pages

Applies to

• ILLiad

Resolution

When someone is signing in to ILLiad, it is not the computer that matters, but the browser that is being used.

1. If you are using a Mac, you might try using Google Chrome Browser, or Firefox.
2. You can also clear your cache in your browser and then close the browser.
3. Open up the browser again and see if you can sign in.