

Electronic Reserve ~ Technical FAQ

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1. What is “ERes” or electronic reserve?

ERes is the UIC Library’s electronic course reserve system. Electronic Reserve (ERes) enables UIC students to access digitized materials online, 24 hours a day, 7 days a week, from their personal computer or any campus terminal. Materials processed through the ERes system are password protected and made available only to students registered in the course.

The Electronic Reserve Service (ERes) provides Internet access to required course readings for authorized UIC users. Electronic reserve material can be accessed through the reserve module of UICCAT, the library’s online course catalog. In addition to electronic course materials, the UIC Library’s Reserve, Circulation and Access Services Units manage the circulation of all materials designated for course reserve.

2. What do I need to access ERes?

Computers in the Academic Computing and Communications Center (ACCC) labs and the UIC Library already meet the requirements listed below. If you are using a computer off campus, please review the specifications below to ensure access to online materials.

Internet Connection

High-speed connections such as DSL or cable modem are preferred. Dial up Internet connections may not successfully load larger files.

Web Browser

Internet Explorer 6.0 or higher is recommended, however you may also use the current version of [Mozilla Firefox](#). ***You must allow your web browser to accept Internet cookies.***

Most browsers are set to accept cookies by default, but if you need to modify your cookie settings, see FAQ #3 for additional information.

Passwords

Each course page is password protected. An instructor or TA (teaching assistant) will announce the password in class or include it in the course syllabus. If you forget the password, ask your instructor or TA for it. Library staff will not give passwords to individual students.

Adobe Acrobat Reader

Many documents posted in ERes digitized in PDF format. Adobe Acrobat Reader 6.0 or higher is required to view, print, or save PDF files. Download and install a free copy of Acrobat Reader at <http://www.adobe.com/products/acrobat/readstep2.html>.

Microsoft Office Viewers

Some instructors post course files in their original formats. To open a Microsoft Office file (Word, Excel, PowerPoint, or Access) download and install free viewer software at <http://www.microsoft.com/office/000/viewers.asp>.

3. How do I change my Internet cookie settings?

To modify cookie settings, follow the instructions (source: Microsoft's [Information About Cookies](#) web page) below. If privacy or anti-spyware utility software is installed on the computer, it may block cookies regardless of the browser settings.

Set <http://uic.docutek.com> as a site from which the utilities will permit your computer to accept cookies or disable the privacy or anti-spyware utilities. Instructions for configuring browsers are listed below.

Internet Explorer 6.0,

1. Choose **Tools**
2. Select **Internet Options**.
3. Click the **Privacy tab**. (Default setting is medium.)
4. **Move the slider** to determine which setting you prefer.
5. You can also **click on “Advanced” for specialized cookie treatment**.

Internet Explorer 5.0,

1. Choose Tools, then
2. Internet Options.
3. Click the Security tab,
4. Click Internet, then
5. Custom Level.
6. Scroll down to Cookies and choose one of the two options.

Internet Explorer 4.0,

1. Choose View, then
2. Internet Options.
3. Click the Advanced tab,
4. Scroll down to the yellow exclamation icon under Security and choose one of the three options to regulate your use of cookies.

Netscape Navigator 7.0,

1. On your Task Bar, click Edit, then
2. Preferences, then
3. Privacy & Security
4. Click on Cookies.
5. Set your "Cookies" preferences.

Netscape Communicator 4.0,

1. On your Task Bar, click Edit, then
2. Preferences, then
3. Click on Advanced.
4. Set your options in the box labeled "Cookies".

4. Can I access ERes from off-campus?

ERes is accessible from any computer with an Internet Connection, though DSL or a cable connection is recommended. Some materials are linked through the UIC [proxy server](#), so you may be prompted to log in with your UIC netid and common password

5. Can I check out a print copy of a document?

Documents posted via ERes are only available in electronic format. Check with reserve or circulation staff for additional information about course materials.

6. Why can't I print the document?

If you are unable to print a document from a personal computer at home, check your printer's power, paper, cables, and print settings. If the printer has limited memory available, the article may be too big to load and print quickly. Save the article to a disk or hard drive for better results.

You may also [print from the Library or ACCC lab computers](#) with your UIC netid and common password. Students, faculty and staff are provided an account with \$15.00 per semester for printing on campus.

7. Why do I get a blank window after I click on an ERes document?

Some documents are large and need time to load completely before anything appears on the computer screen. This may take several minutes with a slow Internet connection. Typically, a 56K dial-up connection will download 1 MB (1024 KB) every 3 minutes. If you have a dial-up connection, consider saving your ERes course documents on your home computer's hard drive or flash drive. You may also [connect to the UIC Wireless network](#) with your personal laptop or [borrow a wireless laptop from the Daley Library Reserve Desk](#).

8. Can students look at documents from past quarters?

No. Documents in the ERes system are removed at the end of each semester.

9. How can I get more information about reserve services?

Contact us:

**Richard J. Daley Library
Reserve Unit
LIB-RES@uic.edu or 312.996.2719**

**Science Library
Circulation Department
LIB-SCI@uic.edu or 312.996.5396**

**Library of the Health Sciences – Chicago
Access Services Department
LIB-LHSC-RES@uic.edu or 312.996.8963**

**Library of the Health Sciences – Peoria
Circulation Department
LIB-LHSP@uic.edu or 309.671-8490**

**Library of the Health Sciences – Rockford
Circulation Department
LIB-LHSR@uic.edu or 815.395.5650**

**Library of the Health Sciences – Urbana
Circulation Department
LIB-LHSU@ic.edu or 217.333.893**