Troubleshooting guide for Informit databases

A+ Education
Australian Public Affairs – Full Text (APA-FT)
TV News

Informit Error messages

1 Your session may have timed out
If you have successfully logged in to one of these databases, you may find that after some time you receive an Informit Error message (see below).

Please note that Informit databases time out after 15 minutes of inactivity. It is important that you do not use the Please return to the database screen link in the error message. You may end up at a login screen with a red warning message

Login required
You have attempted to jumpstart directly to a database or Full Text article. In order to proceed, please login.

This page will not allow you to log in again with your DEC username and password. Instead, you simply have to close the browser window with the error message, and select your required database from the library website again.

To avoid seeing this error message, please use the Log Out link provided on the top right of the database screen.

If you log out properly, you will be returned to the library website eResources page (for A+ or APAFT) or to the Informit Log out screen (for TV News). Close the browser window to log on again.
2 Subscriptions Error – You do not have a subscription for one or more of the databases...

If you have logged on to one of the Informit databases, and attempt to log on to another Informit database, you may receive a different error message. This will happen if the first database you have accessed has timed out in the background.

You may not know this has happened until you try to search the next database, at which time you could end up with an Informit Error message - You do not have a subscription for one or more of the databases… (see below).

Don’t panic – you simply have to close the browser window with the error message, and select your required database from the library website again.

Please note that Informit databases time out after 15 minutes of inactivity. It is important that you do not use the Please return to the database screen link in the error message. You may end up at a login screen with a red warning message.

Login required
You have attempted to jumpstart directly to a database or Full Text article. In order to proceed, please login.

This page will not allow you to log in again with your DEC username and password. Instead, you simply have to close the browser window with the error message, and select your required database from the library website again.

To avoid seeing this error message, please use the Log Out link provided on the top right of the database screen.

If you log out properly, you will be returned to the library website eResources page (for A+ or APAFT) or to the Informit Log out screen (for TV News). Close the browser window to log on again.

3 Problems seeing TVNews programs

Please see the separate troubleshooting guide for TVNews.