



## Checklist: managing JSTOR remote access

You can always find the latest details about remote access options on the [JSTOR Support site](#).

Managing remote access methods can get tricky, but we're here to help! We pulled together some common troubleshooting tips for you.

If you experience any issues, don't hesitate to contact us at [support@jstor.org](mailto:support@jstor.org).

Remote Access Method	Troubleshooting Checklist
Referring URL	<ul style="list-style-type: none"><li><input type="checkbox"/> Are the source codes appearing correctly?<ul style="list-style-type: none"><li><input type="checkbox"/> Wrong Code: &lt;a href="https://www.jstor.org" target="_blank" rel="noopener noreferrer"&gt;&lt;/a&gt;</li><li><input type="checkbox"/> Correct Code: &lt;a href="https://www.jstor.org"&gt;&lt;/a&gt; &lt;a href="https://www.jstor.org" target="_self"&gt;&lt;/a&gt;</li></ul></li><li><input type="checkbox"/> If you use a Learning Management System, some services block the reference to another page. Please talk to your host about fixing this issue</li></ul>
Proxy Servers	<ul style="list-style-type: none"><li><input type="checkbox"/> Does JSTOR have your correct IP address? (check Admin portal)</li><li><input type="checkbox"/> Is the <a href="#">EZ Proxy stanza</a> up-to-date?</li><li><input type="checkbox"/> Does JSTOR have a Proxy URL for you? Contact us to confirm</li></ul>
Shibboleth/SAML	<ul style="list-style-type: none"><li><input type="checkbox"/> Do you belong to one of our <a href="#">support federations</a>?</li><li><input type="checkbox"/> Are you releasing the right information in the metadata?</li></ul>
VPN	<ul style="list-style-type: none"><li><input type="checkbox"/> Does JSTOR have your correct IP address? (check Admin portal)</li><li><input type="checkbox"/> Is *.jstor.org whitelisted?</li></ul>
Shared Username & Password	<ul style="list-style-type: none"><li><input type="checkbox"/> Are your users aware of the difference between this shared username/password vs their individual JSTOR account info?</li></ul>

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