



## Checklist: managing JSTOR remote access

A note on JSTOR accounts: Users who create or log in to a personal account while authenticated will automatically have their accounts paired with their institutions. Individuals with paired accounts can use their accounts to access JSTOR for 120 days from anywhere. Learn more about [JSTOR account pairing](#).

Your dedicated administrator login page is [jstor.org/admin/login](https://www.jstor.org/admin/login)

Remote Access Method	Troubleshooting Checklist
Referring URL	<ul style="list-style-type: none"> <li><input type="checkbox"/> Is the source code appearing correctly? (check the admin portal)               <ul style="list-style-type: none"> <li><input type="checkbox"/> Wrong Code:  <code>&lt;a href="https://www.jstor.org" target="_blank" rel="noopener noreferrer"&gt;&lt;/a&gt;</code></li> <li><input type="checkbox"/> Correct Code:  <code>&lt;a href="https://www.jstor.org"&gt;&lt;/a&gt;</code>  <code>&lt;a href="https://www.jstor.org" target="_self"&gt;&lt;/a&gt;</code></li> <li><input type="checkbox"/> Correct code if you are using Chrome or Firefox:  <code>&lt;a href="https://www.jstor.org" referrerpolicy="unsafe-url" &gt;&lt;/a&gt;</code></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 their referrer policies to fix this issue</li> </ul>
Proxy Servers	<ul style="list-style-type: none"> <li><input type="checkbox"/> Does JSTOR have your correct IP address?</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? (add in the admin portal)</li> </ul>
Shibboleth/SAML	<ul style="list-style-type: none"> <li><input type="checkbox"/> Do you belong to one of our <a href="#">supported federations</a>?</li> <li><input type="checkbox"/> Are you releasing the right information in the metadata including the necessary attributes?</li> </ul>
Google SSO Domains	<ul style="list-style-type: none"> <li><input type="checkbox"/> Does JSTOR have the domain(s) unique to your institution? (add in the admin portal)</li> </ul>
VPN	<ul style="list-style-type: none"> <li><input type="checkbox"/> Does JSTOR have your correct IP address? (check Admin site)</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 <a href="#">shared username/password</a> vs their <a href="#">personal JSTOR account</a> info?</li> </ul>

If you experience any issues, contact us at [support@jstor.org](mailto:support@jstor.org).