

When you are accessing your account from one of the accepted IP addresses specified for your school. If you are still getting the authentication error, please follow the steps below:

- 1) Click on Tools from the menu bar at the top of the window.
- 2) Next, click on Internet Options.
- 3) Click on the Security tab.
- 4) Highlight Trusted Sites and click Sites
- 5) Remove the check mark for Requires Server Verification
- 6) Type skillport.com into the dialog box and click Add
- 7) Repeat the steps to add books24x7.com, Click OK.
- 8) With Trusted Sites still highlighted click Default Level
- 9) Click Ok
- 10) Shutdown all instances of Internet Explorer.
- 11) Reopen Internet Explorer
- 12) Log back into your account.

Note:

1. Sometimes an error page will come up when you login to Books24X7. However, if you click the Continue to this website (not recommended) link, it opens the database.
2. If you have problems with Username and password, please call 1-866-754-5435, they will reset your password for you. Thanks.