

Troubleshooting Online Journal Access

NSGC members should be able to access full text articles of the journal on a consistent basis. If you can only access the abstracts, or if you are asked to pay \$25 for full articles, then please contact the NSGC communications chair, Aubrey Turner, at 336-713-7549.

Also, as you will see below, we have included troubleshooting advisories, which will help solve most ongoing problems.

Aubrey Turner
Chair, NSGC Communications Committee

Troubleshooting #1--JGC Access instructions.

Hit "refresh" on your browser after each of the following steps. If at any step, a window pops up and asks if you want to "re-send the information", then click the button marked "retry"

1. Go to the NSGC homepage (www.nsgc.org)
2. Click on the link to the JOGC on the right hand side.
3. You will be brought to the following link: "Online access to the Journal of Genetic Counseling (Full Text Articles)"
4. You will be prompted for your NSGC ID #, and password.
5. Once you supply your member ID and password, you should be brought to a new page with a link that says "Click here to log into the Journal Area".
6. When you follow this second link, you should be logged into the publisher's website and should have full access to the journal.

Troubleshooting #2--Clearing your browser cache.

Some of the problems accessing the JGC online are due to the fact that internet explorer (or Netscape Navigator, etc) has saved old versions of NSGC website pages, and some of these pages are outdated and causing problems. To absolutely get rid of these old pages, try the following steps:

1. Open a new internet explorer window, and in the top menu bar (where you see "File", "Edit", etc) click on "Tools".
2. Under the "Tools" menu, look down the list and then click on "Internet options".
3. A new window will open, titled "Internet Properties". In this window, find and then click on a button titled either "Delete files.." or "Delete Temporary Files".
4. Then you may or may not be asked if you want to "Delete all offline content", to which you should click inside the check box and then click "OK".

5. At this point, your browser cache is cleared, and you should close all internet windows and then try to re-access the internet.

This process of clearing the browser cache seems to work well when there are intermittent problems with full text access.

Troubleshooting #3--Firewalls.

Another thing that has caused some problems has been firewall programs, especially Norton Firewall. So far, the only way we've found around this, is to shut the firewall program completely down for a few moments while you log in to the journal. Once you gain journal access, you can then re-start the firewall and browse the journal, but for some reason Norton firewall seems to block the cookies that the journal uses to log you in to the journal. Again, you will have to shut the Norton firewall program completely down by closing the program.
