Authentication and Log-In Information

Associated with October 2023 *Gale Digital Scholar Lab* update

What's New?

We have received reports of institutions having difficulties using Shibboleth authentication in combination with IP authentication when accessing *Gale Digital Scholar Lab*. This is because authentications follow specific pathways, which means that the University Credentials **log-in** option is only available when users also **authenticate** using their University Credentials. Our recommendation is that, for the best experience, institutions choose to only enable Shibboleth authentication. However, for institutions that would like to enable both IP and Shibboleth, we have introduced a new authentication page specific to *Gale Digital Scholar Lab*.

This page presents users with two authentication options. *University Credentials* is the recommended option and will authenticate via Shibboleth and allow the user to log-in using Google, Microsoft or Shibboleth. *On Campus* will authenticate using IP and will enable the user to then log-in using Google or Microsoft.

This new page will display only for institutions that have enabled Shibboleth *and* IP authentication, and will enable users to select which method they would like to use to access the Lab. To use their University Credentials to log-in, users will need to select the **University Credentials** option at this stage. This will override the previously automatic IP authentication, ensuring that users can consistently log in using their University Credentials, both on and off campus.

No other products will be affected. For institutions that have both Shibboleth and IP enabled, other Gale products will continue to automatically authenticate using IP and this new page will only appear for the Lab.

Users at institutions using only Shibboleth will not see the authentication page but will be taken straight to their Shibboleth login.

Users at institutions using only IP will be taken straight to the product but will be unable to use the University Credentials log-in option.

FAQ

When I log in to Gale Digital Scholar Lab, what happens? Why do I need to log in twice?

When you access *Gale Digital Scholar Lab* via your institution, it may seem like you're being asked to log in multiple times. These two 'log-ins' are actually doing different things and both are really important to ensuring that you can use the *Lab* easily.

The first 'log in' you may see is actually an **authentication** – this is asking you to confirm the institution that you're at, to make sure that you have access to the *Lab* and that you see the right archive products.

The second '**log in'** is to connect you to your personal account – it allows the *Lab* to identify *who* at your institution is using the product. This allows you to see your personal content sets, cleaning configurations and analyses, and save your work to access later.

I can only log in using Google and Microsoft – why can't I see the Universal Credentials option?

If your institution has enabled the University Credentials option, you will need to select University Credentials on the authentication page. This is because authentication methods follow set pathways, and you need to ensure that you select the full University Credentials pathway to get into the Lab. If you select On Campus, you will only be able to log in with Microsoft or Google, as On Campus follows a different pathway.

If my institution enables both IP and Shibboleth for the Lab, what will I see?

If both are enabled, the *Lab* will recognize this when you first connect to it and will show you the authentication page. Here you can choose which option you would like to use to authenticate. If you want to use your University Credentials to log in to the Lab then you should select University Credentials at this authentication stage.

Why can't we use IP for authentication but still have our users log in using their University Credentials?

Authentication options follow specific pathways. To log-in to the Lab using University Credentials, users also need to authenticate using their University Credentials. This is because the pathway begins at the authentication stage – users need to tell the platform that Shibboleth is present in order for that option to be made visible at the log-in stage. When users authenticate using IP or an alternative authentication method, the *Lab* is unable to recognize that University Credentials are available.

What do I do if I still want to use IP to log in with other Gale products but I want to use University Credentials to log in to the Lab?

Authentication methods need to be selected for use across all products. While the University Credentials option requires Shibboleth authentication in the Lab, this does not apply to other Gale products that do not have a personal log-in. When enabling IP and Shibboleth, users can choose to use their Shibboleth login for the *Lab* only while authenticating via IP for all other Gale products (e.g. the digital primary sources archives). However, *Lab* users will see

an additional authentication page when they access the product to ensure that they can follow the Shibboleth log-in pathway and log in using their University Credentials.

I have selected University Credentials on the authentication page but I am not seeing the University Credentials option at login. What's happened?

To use the University Credentials option at log-in, persistent identifiers need to be turned on for the *Gale Digital Scholar Lab*. This is controlled by your institution and not Gale. If you think that persistent identifiers have been turned off and you would like some help getting it switched on, please reach out to Gale Technical Support for help.

I accidentally chose On Campus and now I can't sign in using my University Credentials or get back to the authentication page. What do I do?

The authentication method that you choose will be saved for 8 hours (University Credentials) or 24 hours (On Campus). If you have selected the wrong method, you can reset it by using a private browser, or by clearing your cookies.

I want to log-in with Microsoft but I am getting a notification that Microsoft is blocked. Can you fix it?

Unfortunately this notification is caused by IT at your institution blocking your log-in. Gale is unable to do anything in this situation. Instead, you will need to reach out to your IT department and ask them to enable Microsoft login for the Lab.

I have another authentication problem not addressed by any of the above. What do I do?

Please reach out to Gale Technical Support: Gale.TechnicalSupport@cengage.com, including screenshots or a screen recording of the issue that you are seeing, and they will be able to help.

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