

DeepKnowledge™

Arab Open University

Login Instructions

DeepKnowledge – IT Department

Version 1.0

About this document:

The following sections describe the recommended way of signing into the Arab Open University library portal available at <http://www.aou-elibrary.com>

It is important to note that in order to access full text articles and subscribed content via the library portal, each individual must login using his/her student ID + '@aou.com' (ex. 665473@aou.com is the username for the student holding ID# 665473)

The default password is 'aou123' and it is highly recommended to be changed right after the first sign-in to the library portal.

The login mechanism also performs checks so that a username and password combination cannot be used simultaneously. And this is to ensure publisher guidelines compliance as well as providing a secure access to online subscribed content to institution end users and library staff.

Also, it is important to mention that this library portal is equipped with monitoring and fraud detection systems as a part of the DeepKnowledge™ platform that helps library administrators and staff monitors the access to the portal on a real-time basis.

Who should read this document?

Library administrators:

It is necessary for library administrators to read this document and understand the currently set up access method offered by the online library platform in order to ensure that the service provided to end users is matching the requirements, without compromising security

Library staff:

Understanding how the current setup and methodology works will help library staff better communicate and provide necessary support to library users

End users (students, researches, doctors, nurses...):

It is necessary to communicate all the information on this document to end users, and it is also recommended to run training sessions and awareness campaigns in order for end users to familiarize with the login and use of the library portal.

What is Single Sign-On (SSO)?

Single sign-on enables users to authenticate (log in) once and gain access to multiple web applications.

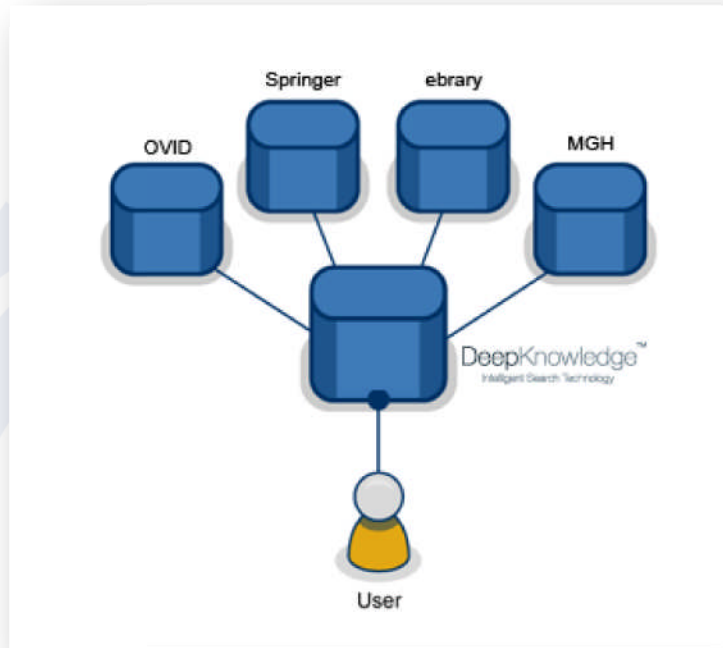


Figure 1 – Single Sign On

DeepKnowledge library portal provides library users an easy-to-use single sign-on and centralized authentication across all subscribed content via a single login to the library portal.

In addition, access to the online subscriptions can be enabled remotely so that it is even more convenient for library users to continue their research even when they are not within the institutional IP range.

Resources Single Sign On/Remote authentication:

Using an account, a user can login to the library portal and get access to the following without having to supply any additional credentials (Single Sign On):

- a) Resources Tab*
- b) Indexed Titles (a-z) – Non Applicable to AOU*
- c) Federated Search results – Non Applicable to AOU*

Login instructions:

Techknowledge, the company providing setup and support for the DeepKnowledge library portal in cooperation with Arab Open university branches in Kuwait, Bahrain, Oman, Saudi Arabia, Jordan, Lebanon and Egypt has made sure that all its students can get easy and quick access to the subscribed content via the library portal without prior registration.

Each user account has been already setup and is ready to use. This means that the registration is not required.

Please follow these steps in order to access:

1. Go to the library portal at <http://www.aou-elibrary.com>
2. Enter your username (Student ID + '@aou.com', ex. 123456@aou.com)
3. Enter your password (default password is aou123 in case you are logging in for the first time)
4. Once you are logged-in, you will be redirected automatically to the Resources tab where you can simply click on the resource you are interested in. The single-sign-on mechanism will automatically authenticate you as a valid Arab Open University user and let you browse and view full text articles, books and journals.

Note: As soon as you are logged in, it is highly recommended that you go to the profile page and update your personal information as well as changing your password.

Difficulties when logging-in:

If you are facing any issues while trying to login, please send a an email to support@techknowledge.ae , specify your Student ID and describe the problem you are facing and our support team will get back to you as soon as possible.

You can also directly write to our support via this page <http://www.aou-elibrary.com/Feedback>

Get in touch with our support team at support@techknowledge.ae for more information.
