

## Accessing emerald.com/insight

### Troubleshooting guide

When we launch the new Emerald Insight platform, we expect that the majority of customers will automatically gain access to the new site through your current method of authentication. For most, this is via your institution's IP range. However, there are some authentication methods where action may be required from the library in order to retain access.

Access method	Librarian action required	
IP authentication	No	All IPs that are currently registered for access on <b>emeraldinsight.com</b> , will be transferred across to <b>emerald.com/insight</b> If your IP range changes after 9th June, please alert <a href="#">Customer Support</a> .
EZproxy	Yes	<b>Urgent update for OCLC – hosted EZproxy customers – ACTION required</b> We have recently received the following advice from OCLC regarding OCLC hosted EXproxy servers. If your Ezproxy is hosted by OCLC, please contact them directly on (USA) +1-614-793-8682 and ask them to add the following sites to their database definitions: <b>Title Emerald</b> <a href="http://www.emerald.com/insight">www.emerald.com/insight</a> <b>Title LibLynx</b> <a href="https://connect.liblynx.com">https://connect.liblynx.com</a> OCLC will raise a ticket on your behalf and will bulk upload these changes on Thursday 27th June so ideally, all requests should be submitted by then. If you do miss this deadline, OCLC can still upload changes on a singular basis after the initial batch upload. Redirects will be in place to ensure no interruption to access when we migrate to the new platform. Customers with a stand-alone version of EZ proxy will need to update the stanza file to support the new URL <a href="http://www.emerald.com/insight">www.emerald.com/insight</a> . Further information available <a href="#">here</a>
Locally hosted and WAM proxy servers	Yes	Post-launch where access is provided to Emerald Insight via other proxy methods, please add the new URL to your proxy server. <a href="https://www.emerald.com/insight">https://www.emerald.com/insight</a>
Google CASA	Yes	Google CASA cookies that were created on emeraldinsight.com, may not work on the new platform. Affected users will need to delete the existing cookie and return to their university campus to obtain a new authentication cookie for Google CASA.
OpenAthens Shibboleth Federated Access	No	All registered OpenAthens and Shibboleth entity IDs for emeraldinsight.com will be migrated across to authenticate on the new platform. Re-directs will be in place meaning there will be no interruption to access however we would recommend that WAYFLess links are updated post go-live. WAYFLess URLs should follow the below examples: The basic format of our wayfless URLs will be: <a href="https://www.emerald.com/start-session?idp=&lt;IDP_ENTITY_ID&gt;&amp;return=&lt;TARGET_URL&gt;">https://www.emerald.com/start-session?idp=&lt;IDP_ENTITY_ID&gt;&amp;return=&lt;TARGET_URL&gt;</a> <b>where:</b> IDP_ENTITY_ID = the institutions IPD Entity TARGET_URL = the page the user should return to after logging in Further information is available <a href="#">here</a> .
Referring URL	No	We would recommend that customers update links following migration to the new platform. All existing referring URLs will be migrated across for access to the new platform (emerald.com/insight) and redirects will be in place to ensure seamless access post go-live.
Access tokens	Yes	Access tokens were our alternative to user name and password on emeraldinsight.com (the current). Customers that are currently using access tokens will need to source an alternative method of authentication to gain access to the new platform (emerald.com/insight). See reverse for the authentication options which are available from launch.

## Need an alternative to 'token' authentication?

The following alternative methods of authentication are available from launch. We would encourage customers for whom access tokens are currently used for off-campus access to consider these options and act now:

### Google CASA

Google CASA is an authentication enhancement that improves the authentication for off-campus users of Google Scholar.

Further information is available [here](#).

### OpenAthens/Shibboleth Federated Access

This option requires the institution to be registered with either [OpenAthens](#) or [Shibboleth](#) to provide single sign-on access for both on and off-campus users. To set up either OpenAthens or Shibboleth access, please contact your preferred provider via the embedded links.

Once federated access has been enabled, please contact [Emerald Customer Support](#) so that we can register the details against your Emerald account.

### Referring URL Access

The referring URL must be located behind a firewall to guard against unauthorised use. If this is of interest, please contact [Emerald Customer Support](#) for further information.

### Proxy Server Access

If this option is of interest, please contact either [OCLC](#) or [EBSCO](#) for more information about their proxy services.

Once proxy server access has been established (via EZproxy or WAM), you will need to advise [Emerald Customer Support](#) of the related IP so that we can register this as an authentication method against their Emerald account.

### Librarian action required:

Please contact your regional office to discuss these options or alternatively, email: [Emerald Customer Support](#)