

FAQ: Logging In to HillSearch

I forgot my password.

Use the password recovery feature on the Sign In page:

<http://www.hillsearch.org/members/login.cfm>. Enter your email address and your password will be sent to you.

My username is invalid or incorrect

Be sure to type in all lowercase letters with no spaces. You can verify that your username and password are current by contacting the Hill Library at (877) 700-4455 or (651) 265-5500.

If the problem persists, try the SSL (Secure Socket Layer) login at <https://www.hillsearch.org>. Some network and firewall security settings require this method of entry.

I need to change my password.

To change your password, log in to HillSearch, and then visit this link:

http://www.hillsearch.org/members/password_change.cfm.

I can't see the Sign In page.

Your Web browser may not meet our minimum system requirements. You must use at least Internet Explorer 7, Firefox 3, or Safari 5 to use the HillSearch Web site.

If you encounter technical issues, browse the Help topics for solutions or contact the Hill Library. Call (877) 700-4455, (651) 265-5500, or fill out a [feedback form](#).

- If you contact us, please provide as much information as possible:
 - Which database or Web page is generating the problem?
 - What kind of an error message are you receiving?
 - Which operating system are you using (Windows XP, Windows Vista, Mac OSX)?
 - Which browser are you using (Internet Explorer, Firefox, etc.)?
 - What kind of an Internet connection are you using (dial-up, Cable, DSL, etc.)?
 - Do you have any network or PC firewalls?
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