

FAQ: Purchasing a Membership

I received a duplicate transaction error in the Hill Library Online Store.

This error occurs due to incorrect, incomplete, or missing billing information. Click the Refresh icon on your Web browser and try again. If you would prefer to place your order by phone, call (877) 700-4455 or (651) 265-5500.

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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