Frequently Asked Questions
DMC Resident/Fellow
Access to WSU Library Services

1. **Do I need a badge or One-Card to come to the library?**
   Following in a long tradition of support for instruction and learning as well as community service, Shiffman Library welcomes WSU faculty, researchers, staff, residents, students and community visitors. **A One Card is not required to enter the Library.** However **a current WSU Access ID is required for remote access to WSULS resources.**

2. **How do I get a WSU Access ID?**

   A WSU Access ID has been assigned to current residents and fellows and will be distributed at the program level (to your residency program coordinator). A WSU Access ID for all new residents and fellows in approved programs will be requested and obtained by the DMC GME Office and will be provided to the respective program for dissemination.

3. **What does my WSU Access ID look like?**

   A WSU Access ID is the unique, **six-character alphanumeric "user name"** that is assigned each WSU student, faculty, and staff member that looks like **(xx1234).** Use your WSU Access ID when logging on to WSU academic and library resources.

4. **Who do I contact for my WSU Access ID and initial password?**

   Both your WSU Access ID and initial password have been disseminated to the respective program coordinators. You will need to contact that individual if you have not received communication yet from them.

5. **What if I forget my initial password and WSU Access ID?**

   You should contact your respective program coordinator. Once you have created a personal password, if you have forgotten it at a later date, you MUST call the WSU C&IT HelpDesk at (313) 577-4778.

6. **Do I need to activate my WSU Access ID?**

   No, but you will need it to access all WSU library resources.

7. **How do I access the WSU library website?**

   On the DMC GME website, there will be a link for the WSU Library website. Click on that link and you will be taken to the WSU Library landing page. On that page, this FAQ list will be posted, along with other pertinent info. Your WSU Access ID and password will be requested to access the WSU library resources.

8. **How do I get a full-text article?**

   There are two pathways to full-text articles.

   - **Have an exact citation:** use the **"Request an Article"** link in the DMC/WSU residents Timesaver Guide
   - **Linking to an article within a database search: use "Link to Full text"** button

     With 360 link to Full Text the system will search for full text and return the options in a separate window. Click on the **Article** link that appears in the new window.
     If you receive a message that the article is not available, use the "Request digital delivery" link and follow the instructions to order the article. Digital delivery (ILLIad) sends a PDF version of the article to you. You will receive notice via email, usually within 1-2 business days.
     If you continue to have difficulty retrieving an article, contact askmed@wayne.edu by email, call the Shiffman Reference Desk at 313-577-1094, or visit us on the first floor of the Mazurek Medical Education Commons.

9. **How do I access WSU Library resources remotely?**

   WSU faculty, staff and students have remote access to a growing number of library resources with EZproxy. We recommend starting with the DMC/WSU Timesaver Guide. Starting with the Timesaver Guide or Shiffman Medical Library's Website, select the resource. A current WSU AccessID and password is required to login to subscription resources. If you experience any problems, visit the EZproxy FAQ or contact the library for assistance.

10. **How can I connect to the wireless network in the WSU library?**

    Use WSU wireless, an open network — just like many cafes, public libraries, and other establishments with Wi-Fi hotspots. Login using your WSU Access ID or SOM account. Your password is protected (encrypted) during the login process but afterward your data is not protected, unless you use the VPN. We strongly recommend using WSU-SECURE.

11. **Where is Shiffman located?**

    The Shiffman Library is located on Wayne State's medical campus on the **first floor of the Richard J. Mazurek, M.D., Medical Education Commons**. 320 E. Canfield St.

Hours:

Monday – Thursday	8am – 12 Midnight
Friday	8am – 8pm
Saturday	12 Noon – 8 pm
Sunday	12 Noon – 12 Midnight

For directions or more information contact 313-577-1094 | guides.lib.wayne.edu/dmcwsu | askmed@wayne.edu

12. When should I contact the WSU C&IT HelpDesk?

If you have re-set your password and have since forgotten it, or are having other password-related issues, you MUST call the WSU C&IT HelpDesk at (313) 577-4778.

13. How can I reach WSU C&IT HelpDesk and what are their hours?

You can reach the WSU C&IT HelpDesk in the following ways:

- Call (313) 577-4778 or live chat during regular hours
  - http://computing.wayne.edu/helpdesk/chat.php for Standard phones and
  - http://libraryh3lp.com/mobile/waynecithelpdesk@chat.libraryh3lp.com for Mobile phones
- Email helpdesk@wayne.edu at anytime. *Do not send your Social Security Number or any password via email!* If you need an AccessID or need to reset your password, call – passwords are not sent via email.
- Visit Wayne State Tech Solutions at http://techsolutions.wayne.edu.

WSU C&IT HelpDesk hours are Monday through Friday from 7:30 am – 8:00 pm EST. Please note that the WSU C&IT HelpDesk is closed on Wayne State University holidays.

14. Is there ever a need to contact DMC's HelpDesk or WSU School of Medicine's HelpDesk with questions about WSU Library services?

You should not have to contact the DMC's Helpdesk or WSU School of Medicine's HelpDesk with questions about WSU Library services**. Instead, please contact the WSU C&IT Helpdesk as note above in #13.**