

# Gale Digital Scholar Lab

## Authentication and Log-In Guide



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# Gale Digital Scholar Lab: Authentication FAQs

## How does authentication and log-in with Gale Digital Scholar Lab work?

Gale Digital Scholar Lab offers three log-in options: Google, Microsoft and University Credentials (Shibboleth). Authentications follow specific pathways, which means that the University Credentials **log-in** option is only available when users also **authenticate** using their University Credentials. Our recommendation is that, for the best experience, institutions choose to only enable *either* Shibboleth or IP authentication, rather than both. However, for institutions that would like to enable both IP and Shibboleth, we have enabled an authentication page specific to *Gale Digital Scholar Lab*.

This page presents users with two authentication options. *University Credentials* is the recommended option and will authenticate via Shibboleth and allow the user to log-in using Google, Microsoft or Shibboleth. *On Campus* will authenticate using IP and will enable the user to then log-in using Google or Microsoft.

This new page will display only for institutions that have enabled Shibboleth *and* IP authentication, and will enable users to select which method they would like to use to access the Lab. To use their University Credentials to log-in, users will need to select the **University Credentials** option at this stage. This will override the previously automatic IP authentication, ensuring that users can consistently log in using their University Credentials, both on and off campus.

No other products will be affected. For institutions that have both Shibboleth and IP enabled, other Gale products will continue to automatically authenticate using IP and this new page will only appear for the Lab.

Users at institutions using only Shibboleth will not see the authentication page but will be taken straight to their Shibboleth login.

Users at institutions using only IP will be taken straight to the product but will be unable to use the University Credentials log-in option.

## How do I know if my institution uses the Shibboleth authentication method?

We recommend getting in touch with your librarian if you're unsure if your institution uses Shibboleth to support single-sign-on functionality.

## What Shibboleth federations does Gale currently support?

- InCommon Federation
- CARSI Federation
- Renater Federation
- UK Federation
- OpenAthens Federation
- WAYF .DK Federation
- DFN-AAI Federation
- Canadian Access Federation
- COFRe - Comunidad Federada REUNA
- GakuNin Federation

## When I log in to Gale Digital Scholar Lab, what happens? Why do I need to log in twice?

When you access Gale Digital Scholar Lab via your institution, it may seem like you're being asked to log in multiple times. These two 'logins' are actually doing different things, and both are really important to ensuring that you can use the Lab easily.

The first 'log in' you may see is actually an **authentication** – this is asking you to confirm the institution that you're at, to make sure that you have access to the Lab and that you see the right archive products.

The second '**log in**' is to connect you to your personal account – it allows the Lab to identify *who* at your institution is using the product. This allows you to see your personal content sets, cleaning configurations and analyses, and save your work to access later.

## I can only log in using Google and Microsoft – why can't I see the University Credentials option?

If your institution has enabled the University Credentials option, you will need to select University Credentials on the authentication page. This is because authentication methods follow set pathways, and you need to ensure that you select the full University Credentials pathway to get into the Lab. If you select On Campus, you will only be able to log in with Microsoft or Google, as On Campus follows a different pathway.

## If my institution enables both IP and Shibboleth for the Lab, what will I see?

If both are enabled, the Lab will recognize this when you first connect to it and will show you the authentication page. Here you can choose which option you would like to use to authenticate. If you want to use your University Credentials to log in to the Lab, then you should select University Credentials at this authentication stage.

## Why can't we use IP for authentication but still have our users log in using their University Credentials?

Authentication options follow specific pathways. To log-in to the Lab using University Credentials, users also need to authenticate using their University Credentials. This is because the pathway begins at the authentication stage – users need to tell the platform that Shibboleth is present in order for that option to be made visible at the log-in stage. When users authenticate using IP or an alternative authentication method, the Lab is unable to recognize that University Credentials are available.

## What do I do if I still want to use IP to log in with other Gale products, but I want to use University Credentials to log in to the Lab?

Authentication methods need to be selected for use across all products. While the University Credentials option requires Shibboleth authentication in the Lab, this does not apply to other Gale products that do not have a personal log-in. When enabling IP and Shibboleth, users can choose to use their Shibboleth login for the Lab only while authenticating via IP for all other Gale products (e.g. the Digital Primary Sources Archives). However, Lab users will see an additional authentication page when they access the product to ensure that they can follow the Shibboleth log-in pathway and log in using their University Credentials.

I have selected University Credentials on the authentication page, but I am not seeing the University Credentials option at login. What's happened?

To use the University Credentials option at log-in, persistent identifiers need to be turned on for the Gale Digital Scholar Lab. This is controlled by your institution and not Gale. If you think that persistent identifiers have been turned off and you would like some help getting it switched on, please reach out to Gale Technical Support for help.

I accidentally chose On Campus and now I can't sign in using my University Credentials or get back to the authentication page. What do I do?

The authentication method that you choose will be saved for 8 hours (University Credentials) or 24 hours (On Campus). If you have selected the wrong method, you can reset it by using a private browser, or by clearing your cookies.

I want to log-in with Microsoft, but I am getting a notification that Microsoft is blocked. Can you fix it?

Unfortunately, this notification is caused by IT at your institution blocking your log-in. Gale is unable to do anything in this situation. Instead, you will need to reach out to your IT department and ask them to enable Microsoft login for the Lab.

My institution has blocked Google and Microsoft on site and doesn't have access to Shibboleth. Can they use the Lab?

There are three personal authentication methods for the Lab - Shibboleth, Google and Microsoft. If they cannot access any of these methods, then they will not be able to access the Lab. There is little that Gale can do to gain them access.

Login is currently only available using a Google or Microsoft account. Would it also be possible to use an individual Gale account?

Shibboleth authentication is the third authentication option, which we brought in on customer request to provide an alternative to Google and Microsoft. Shibboleth log-in can be more complicated if the institution is using both Shibboleth and IP to generally authenticate their products, but it's a potential answer to people who want something outside of the main two methods. Our recommendation is always to use Google or Microsoft where possible though.

I have a question about what information the Lab can access via Google and Microsoft. The login screen said: "To continue, Google will share your name, email address, language preference, and profile picture with Gale Cengage." What does this mean?

We have no control over the wording of the login screens – they're generated by Microsoft/Google. We need access to the files so that we can save files to the Drive. We're aware that they ask for different permissions (the Microsoft one asks for more) but we don't have the ability to clarify the wording unfortunately. Anything that is stored in Google/One Drive is initiated by the user, so they determine what reports they send there. All Digital Scholar Lab reports are stored in our local datacenter.

My institution has blocked Microsoft, but it may be approved in the future. Can I switch my account once Microsoft is approved?

Unfortunately, we cannot port your materials to another account. If you want to get started immediately, we'd recommend starting for now by using a personal Google account and working in a group space, not your personal space. You can create a group for just yourself and, as you can invite collaborators at any point, you can add your Microsoft account once it's approved and continue to access your materials:

1. Sign in using their Google email address.
2. Go into that Group
3. Next to Collaborators, click "Edit"
4. Enter their Microsoft email address and Save
5. Follow the prompts in the confirmation email to proceed into that Group.

I have been asked to create a HAR file. How do I do that?

Please see this guide: <https://support.gale.com/doc/create-har-file>

Is there any action required to make Shibboleth authentication available to users at my institution?

You may need to work with your IT department and/or affiliated federation to release a persistent ID attribute as a part of the SAML response sent to Gale. Whether the persistent ID attribute is sent in the SAML response is dependent on your institution's Shibboleth setup.

How is Gale handling the data my institution passes over in the SAML response?

The only data passed in the SAML response that we consume, and store is the persistent ID. This ID is stored in an encrypted database. We don't ask for any personally identifiable information in this response. The persistent ID will only be used within the Gale Digital Scholar Lab and is never shared.

I have another authentication problem not addressed by any of the above. What do I do?

Please reach out to Gale Technical Support: [Gale.TechnicalSupport@cengage.com](mailto:Gale.TechnicalSupport@cengage.com), including screenshots or a screen recording of the issue that you are seeing, and they will be able to help.

## Authentication Types and Log-In: Gale Digital Scholar Lab

### Authentication Types

There are 2 different types of authentication: implicit and explicit.

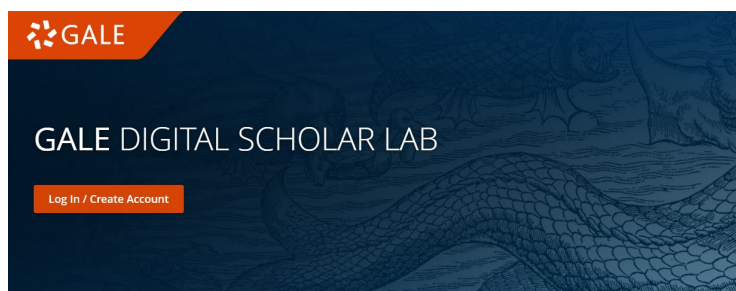
**Implicit** means it automatically lets you in (e.g. recognises you are on campus and so are allowed access) so takes you straight to the product without you having to manually sign in. This includes IP and EZ Proxy.

**Explicit** is the opposite - it uses a manual sign-in to identify you and confirm you're allowed access to the product, so you have to type in your name and password. This is Shibboleth (University Credentials).

Authentication methods apply to all Gale products. You cannot switch them on and off on a product-by-product basis.

## Implicit Authentication Only

If an institution is using implicit authentication only, then they will see the Google and Microsoft options for login. They will not be able to use the University Credentials option to log-in.

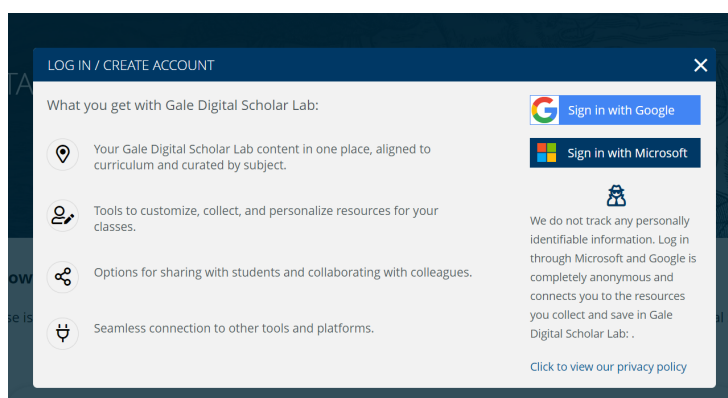


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Gale Research Showcase is a collection of digital humanities projects created by students and early career researchers. [Go to the Showcase](#)

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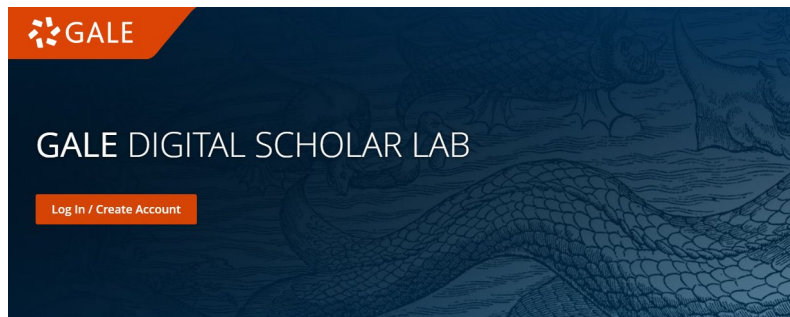


### Considerations for Librarians:

- If users see an error indicating that Microsoft is blocked, this needs to be rectified via campus IT. It cannot be fixed by Gale.
- Users will need access to either a Microsoft or Google account to access the Lab. They can choose which one they would prefer. If neither are available at your institution, users will not be able to access the Lab.
- Gale has no control over the wording of the login screens – they're generated by Microsoft/Google. Gale needs access to the files so that we can save files to the Drive. We at Gale are aware that they ask for different permissions (the Microsoft one asks for more) but Gale doesn't have the ability to clarify the wording unfortunately. Anything that is stored in Google/One Drive is initiated by the user, so they determine what reports they send there. All Digital Scholar Lab reports are stored in our local datacentre.

## Explicit Authentication Only

If an institution uses explicit authentication only, then they will see the Google, Microsoft and University Credentials option. This is our recommended choice.

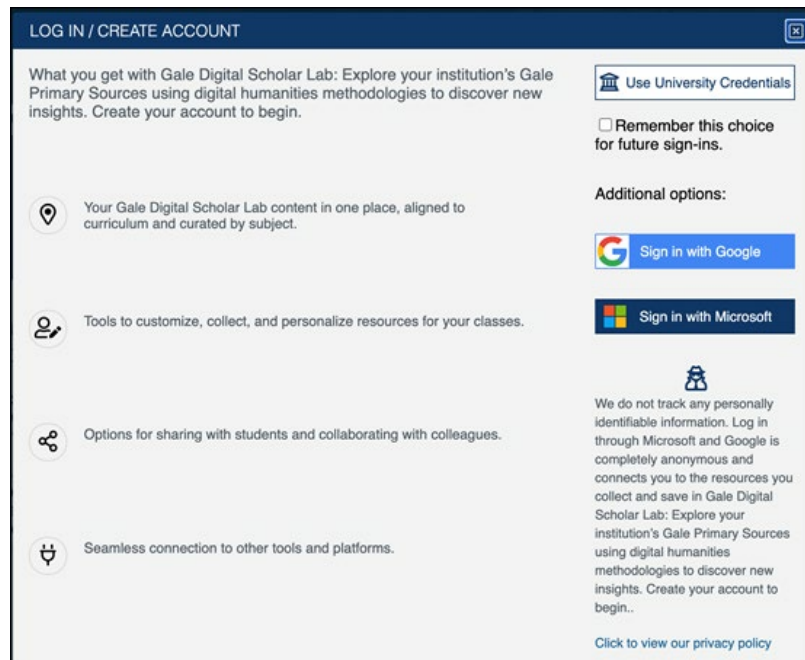


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### Both Implicit and Explicit Authentications

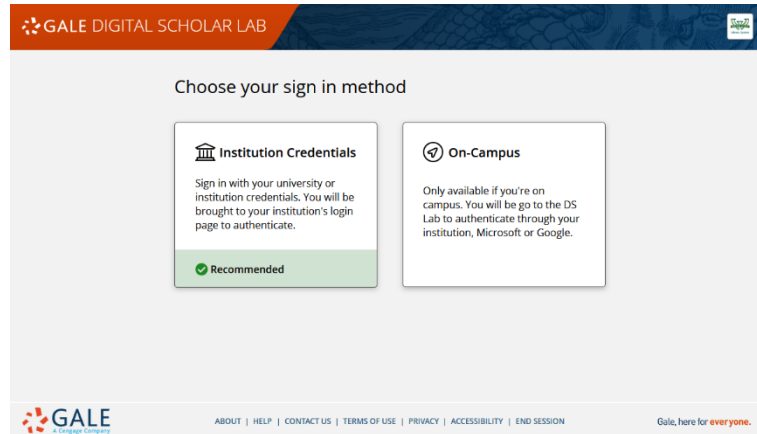
If an institution has both implicit and explicit authentication options enabled, then users will see an additional authentication page specific to *Gale Digital Scholar Lab*. This page presents users with two authentication options: *University Credentials* will authenticate via Shibboleth and allow the user to

log-in using Google, Microsoft or Shibboleth. *On Campus* will authenticate using IP and will enable the user to then log-in using Google or Microsoft.

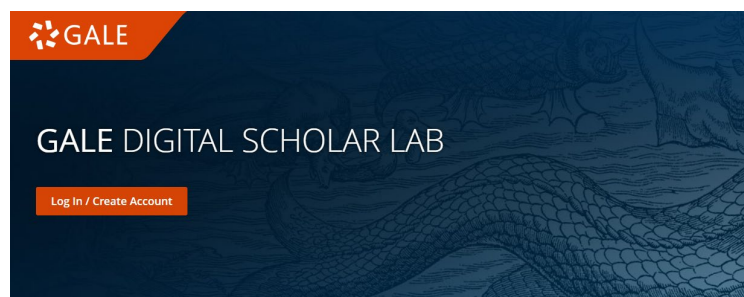
If users want to use the *University Credentials* option, they **must** select *University Credentials* at both stages.

No other products will be affected. Other Gale products will continue to automatically authenticate using IP.

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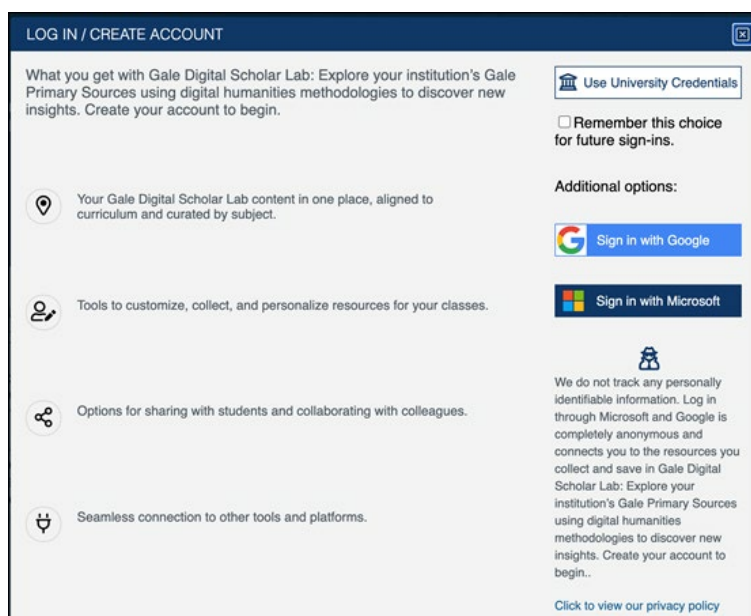


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