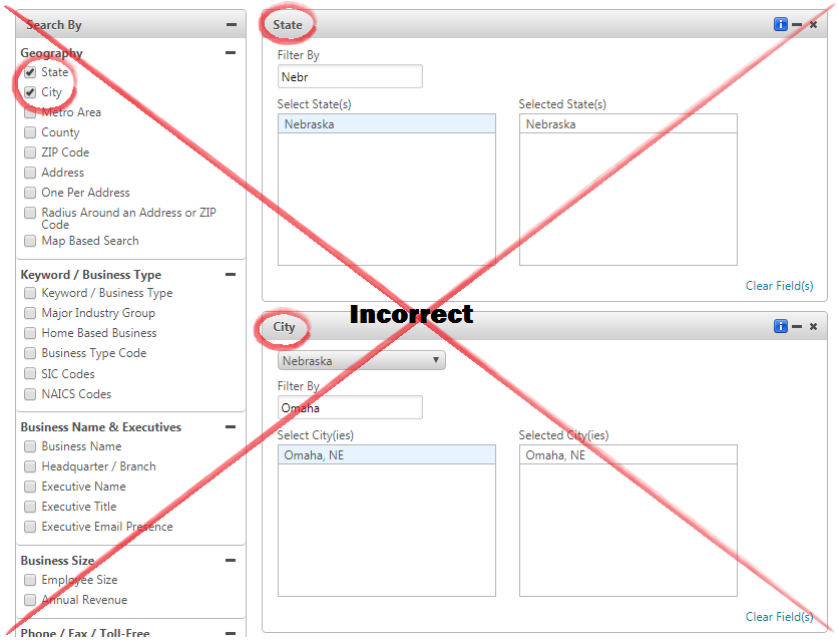
AtoZdatabases - FAQs and Common Trouble Shooting Solutions

“I’m trying to pull data for Omaha, NE but my results are from cities all over the state? Why?”

A common mistake when using our advanced search involves our geography selection. When you’re looking for a city, metro area, or county, you ONLY need to select one of those specific filters on the left side of the screen and then select your state from within that filter’s dialogue box. If you select State and City on the left, the database will “get confused” about what you’re asking for and recognize the State selection and ignore the City selection.



Are cached data and cookies the culprit?

“When I click through to AtoZdatabases from my library’s website, it doesn’t ask me for my library card number. Why?” OR “I’m trying to use a function within the database and it’s not working. Why?” OR “When I click a link to see details, I get an error page. Why?”

If any of the above problems apply to you, you've likely run into cached web browser data. Cached data in your browser can cause issues when browsing on a secure site like AtoZdatabases. The easiest way to address this issue is by opening a private browsing or incognito window, logging back into the database, and noting if those issues have resolved or not. Private and incognito windows are generally a blank slate in terms of cached data and are an easy way to check and see if that is the underlying issue for various load errors when working in the database or trying to login. You can also clear your cached data and cookies from your web browser. The steps taken to clear cached data and cookies vary from browser to browser. The easiest way to determine the steps you need to take is to perform a Google search for your web browser in combination with the phrase "how to clear cached data." (E.g. Chrome how to clear cached data) You can perform a similar search if you need tips on how to open private or incognito windows in your browser. **It's a good rule of thumb to start off with a clear cache or in an incognito window so as not to lose valuable time and work that you put into the database.**

🔎 "I'm at work and I can't login to the database. Why?"

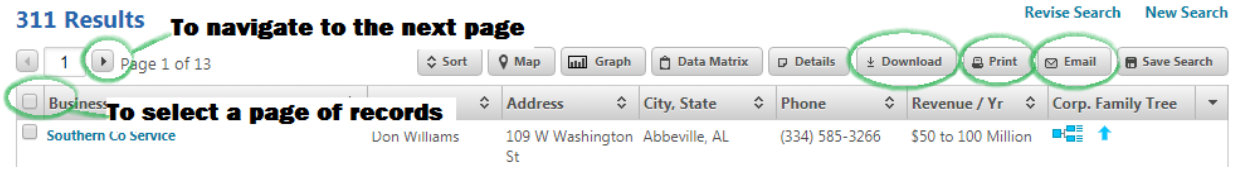
Many work networks will restrict websites that you can interact with. If you're at work and you can't login to the database, this is most likely the issue. If your employer has an IT staff member, it's possible that they could adjust network settings so that you can browse AtoZdatabases while at the office.

🔎 "I've been browsing in the database for a while and when I tried to process a download, it didn't work. Why?"

If we've ruled out cached data and you've been working in the database for an extended period, it's likely that your login has timed out. You'll need to log out of the database and back in to continue browsing.

🔎 "I'm trying to download 1000 records but it's only downloading the first 25. Why?"

Downloading, printing, or emailing records involves a few steps. You first need to make sure you have ALL the records selected that you would like to export. Records in the database can be selected singly or a page at a time. If you'd like to export the first 1000 records displayed in the results, you need to check off page 1, use the right arrow to go to page 2, check off page 2, use the right arrow to go to page 3, check off page 3, etc. until you have 1000 records selected. You can then hit the download, email, or print button to export those 1000 records.

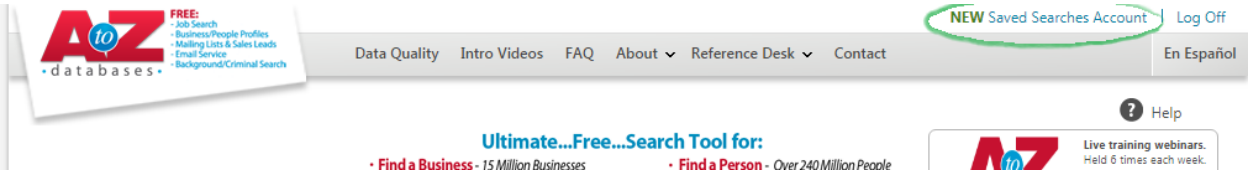


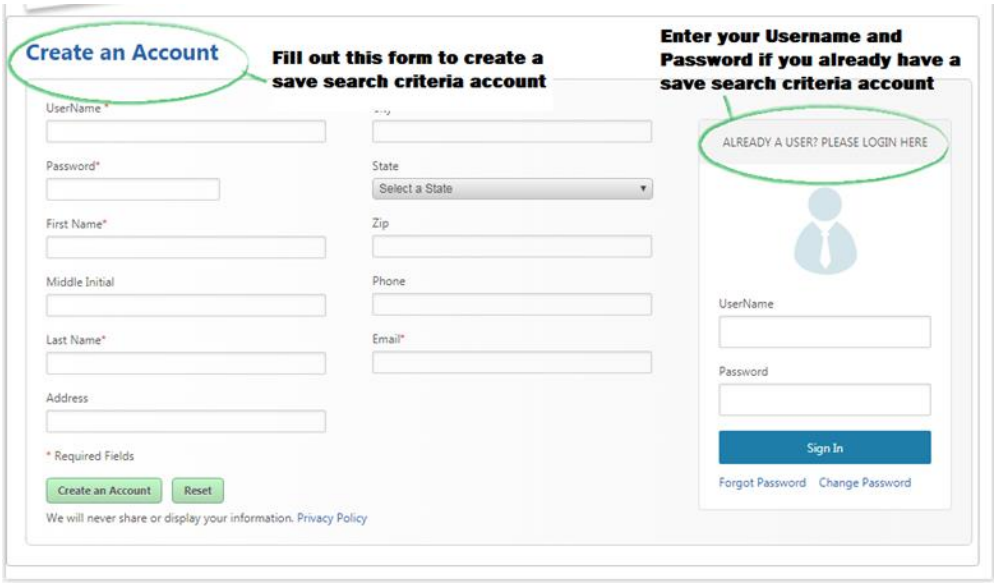
“How do I save my search criteria?”

When you’re in AtoZdatabases, we offer the option of opening a Save Search Account. This feature allows you to save up to 10 different sets of search criteria at a time. This Save Search Account requires an additional login that is separate from logging into the database with your library card number. So, if you intend to process a complicated set of search criteria, MAKE SURE you’re logged into your Save Search account before doing so.

To Open a Save Search Account:

- Locate and click the link that reads NEW Saved Searches Account in the top right of the screen.
- Fill out the Create an Account form. You’ll need a Username, Password (make note of this for yourself somewhere), First Name, Last Name, and Email address. Hit the Create an Account button.





To Login to a Saved Searches account:

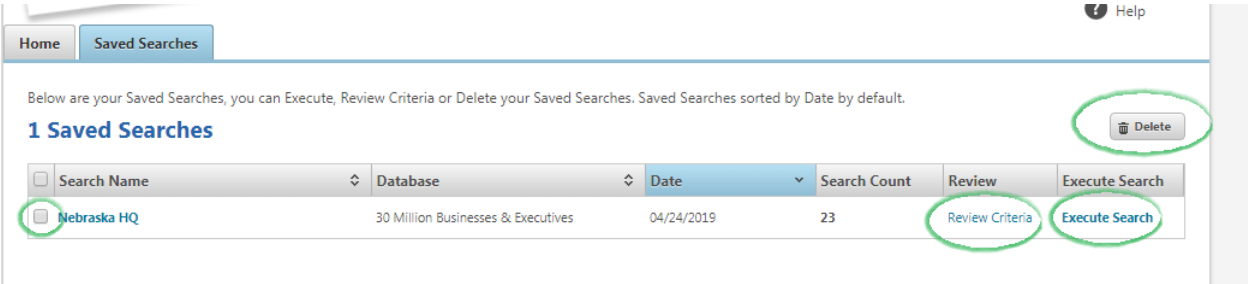
- Locate and click the link that reads NEW Saved Searches Account in the top right of the screen.
- Enter your Username and Password in the box labeled “ALREADY A USER? PLEASE LOGIN HERE”.

To save your search:

- Once you’ve processed your search and are on the results page, you can then hit the Save Search button located above the results table on the right side.
- Name the search something that will help you remember what criteria you have saved for future use.

To access your previously saved search criteria:

- Once you’re logged into your Save Search account, there should be a link in the top right that reads Saved searches. Click that to find a page with your various saved search criteria.
- You can rerun the saved search criteria by hitting the Execute Search option.
- You can review the saved criteria by hitting the Review Criteria option.
- You can select and then delete saved search criteria as well.



Benefits of a Save Search account:

Our Save Search account is designed to save all the **filters** applied during your search for up to 10 separate searches. If you have narrowed your results to Veterinarians in 5 different counties with specific revenue and employee sizes you may not want to enter all the criteria every time you want to look at those results, that’s where saving search criteria comes in handy. It also serves to organize your data sets more efficiently. You can plan several different sets of criteria and keep them saved and organized within the account.