



epic Frequently Asked Questions

What is EPIC?

EPIC - short for Electronic Purchasing In Collaboration - is a shared initiative of New Zealand libraries that have joined together to buy collective access to a wide range of e-resources to make available to New Zealanders through libraries and schools.

Through EPIC, The Ministry of Education has paid subscriptions on behalf of all registered New Zealand schools to access a range of quality, educational e-resources until 31 March 2019.

What are the EPIC resources?

The EPIC resources are a suite of subscription databases covering a huge range of subjects. The e-resources included in the EPIC subscription contain thousands of international and New Zealand magazines, newspapers, biographies, substantial reference works, images and video.

[Access the complete list of e-resources currently available free to all NZ schools through EPIC](#)

Will the Ministry of Education continue to pay for New Zealand schools to access e-resources through EPIC?

The Ministry of Education has funded access for all New Zealand schools until 31 March 2018. The Ministry makes an annual decision about whether they will continue to subscribe to e-resources through EPIC and what resources are included in the subscription.

How do I access the EPIC resources?

Links to access all of the EPIC resources are available either:

- through Te Kete Ipurangi at <http://www.tki.org.nz/epic>
- or via the EPIC website at <http://epic.org.nz/schools>

All you need to do is click on the link or product button of the resource you want to access.

The terms and conditions of use for the Ministry of Education funded EPIC resources restrict access to staff and students of New Zealand schools, strictly for personal use or educational purposes in connection with the educational activities of the school. To ensure that access is restricted only to these users, there is a requirement for users to be authenticated as such in order to access each resource.

This is done in two ways:

1. The IP (Internet Protocol) ranges of the N4L Managed Network are authenticated for access to all of the EPIC resources. This means that if a staff member or student from a school that is networked through the [N4L Managed Network](#) attempt to access a link to an EPIC resource from within their school network, they are seamlessly recognised as an authenticated user and will get direct access. (Over 98% of New Zealand schools are networked through the N4L Managed Network).
2. Users that attempt to access a link to an EPIC resource outside of the N4L Managed Network (i.e. from home or from within a school that is not networked through the N4L Managed Network) will be prompted for their EPIC school logins.

[Step by step instructions on how to access EPIC](#)

What are my EPIC School logins?

Each New Zealand school has unique EPIC logins which can be used by all staff and students of the school to access the EPIC resources from any web enabled device, anywhere. By logging in to an EPIC resource using the EPIC School logins, the user is accepting the terms and conditions of use. Therefore, although the logins can be widely shared amongst the school community, it is a breach of the terms and conditions of use to share the logins with people outside of the school community.

For EPIC School login queries email epic@epic.org.nz

Can I set up my own access to specific EPIC resources?

Yes, New Zealand schools can set up their own access to the e-resources available through EPIC, as well as direct links to specific content within the resources. More information can be found about how to do this from the following link - <http://epic.org.nz/schools/direct-links>.

If you do set up your own access to EPIC resources using the instructions at <http://epic.org.nz/schools/direct-links>, the links will be accessible in the same way as the links from <http://www.tki.org.nz/epic> and <http://epic.org.nz/schools> (i.e. directly from within N4L Managed Network and by using your EPIC school logins from outside of the network).

How can I access training & marketing material about the EPIC resources?

Training, promotional and marketing ideas and downloadable resources can be found on the general EPIC website at: <http://epic.org.nz/marketing-resources/training-marketing-schools>.

All the EPIC vendors are happy to be contacted directly to provide you with promotional material about the EPIC resources. They all also have websites with a wealth of promotional material. The promotional contacts and links for EPIC resources are as follows:

- **Gale Cengage**
<http://support.gale.com/gale/index.html>

e-mail Anis Ali anis.ali@cengage.com

- **Encyclopaedia Britannica**

http://edu.eb.com/edu_resources/promomaterials.html

e-mail Ola Connelly olac@eb.com.au

- **EBSCO**

<http://support.ebscohost.com/promotion/promo.php>

e-mail Steven Lowe sglowe@ebSCO.com

- **Oxford University Press**

<http://global.oup.com/uk/academic/online/librarians>

e-mail Nami Thompson-Marnell nami.thompson@oup.com

- **Kowhai Media**

<http://www.nzgeo.com>

e-mail James Frankham james@nzgeographic.co.nz

- **Bridget Williams Books**

<http://bwb.co.nz>

e-mail Tom Rennie tom.rennie@bwb.co.nz

Can individual schools track their own EPIC usage?

No. The Ministry of Education is considered one subscriber by each of the EPIC vendors (in the same way that a public or university library would be considered one subscriber), therefore, the statistics that the EPIC vendors provide for the Ministry of Education funded EPIC subscription are not differentiated down to school level.

Individual schools are more than welcome to set up analytics reports against their own direct links to EPIC resources, but individual school usage is not monitored centrally.

What should I do if I encounter access issues with any of the EPIC resources?

The first thing that you should do is confirm that you are accessing the resources correctly by following the [step by step instructions on how to access EPIC](#). The method to access the EPIC resources changed in 2015-2016. In the past, users were required to login prior to accessing the EPIC resources. Now all you need to do is click on the resource link (if required, you will be prompted for your EPIC school logins at that point).

Another common issue is that (in some cases) the school's firewall software blocks access to the EPIC authentication mechanism, **EZproxy**. If this is the case, a timeout message will appear asking you to check the *proxy and firewall*. To stop this from happening, please get your school IT person to either create an exception to the '**proxy.website**' filter in the firewall or contact the firewall vendor to ask for an **application signature for EZproxy** so that they can create a specific exception to this in the firewall.

If neither of the above are an issue, please document what has happened, including the following:

- Which EPIC resource/s you are trying to access
- Where you are accessing the resource from (i.e. at school or elsewhere)
- Which website are you using to access the resources (i.e. <http://www.tki.org.nz/epic>, <http://epic.org.nz/schools> or links from your own site, if so, please document this)
- Any exception/fault messages that come up, or what happens when you click on a link (include screenshots if possible).

Email this information to epic@epic.org.nz