

# Student: I cannot access Library Resources

Due to licensing restrictions, only active students have access to library resources.

A student can be considered inactive for one of the following reasons:

- Prospective student, not yet registered
- New student, and it is more than 60 days before the first course begins
- If a student has 90 days between when their last course finishes and the next course starts (Library access is removed till 60 days before next course starts)
- If student is placed on a financial hold
- If a Student has graduated, their Library access is removed 30 days after the end date of your final course

OR

14 days after after your degree has been conferred\*\* (whichever comes first)

- [On leave](#)
- [Withdrawn](#)
- [Alumni](#)

Students can contact [Computer Services](#) and they can check in AD if the student is in the @RRU-Students-DL or has been added to rru.students.denyaccess.

This procedure is as per the Student Services Access Policy on [this page](#). If you have questions about this policy you can [contact the Library](#) to discuss it further.

***\*\* the date that your degree will be conferred will be provided to you upon completion of your program***

## Additional Information

[Can RRU alumni still borrow books from the collection after graduation?](#)

[I'm an RRU alumnus. Why can't I access the online databases anymore?](#)

## Related articles

- [Difficulty Opening T2202A / Blank T2202A](#)
- [Where Can I Find My Tax \(T2202A\) Form?](#)
- [Academic & MyAdmin Accounts - Students](#)
- [Manage your Passwords](#)
- [Orientation to Online Learning \(The LaunchPad\)](#)

### Get Help

Still need help?

[Submit a request.](#)