Welcome to EBSCO Connect: Your Go-To Community Support Resource

Customers enjoy 24x7 online access to EBSCO Connect, an industry-leading customer support site featuring quick access to information to manage, support and promote your EBSCO products and services.

In addition to offering a library of more than 3,000 continually updated product support FAQs and guides, EBSCO Connect allows you to manage your support cases and engage with peers in community groups. Offering the latest product news, service updates and materials to help you promote your resources, EBSCO Connect is a one-stop website designed to help you get the most out of your customer experience.
Support Case Submissions and Management

Sign in for easier case submission or to track and update your account's existing cases.

Manage Your EBSCO Communication Preferences

Want to learn more about EBSCO products and services? Join our mailing lists to get invitations to EBSCO events as well as product news and offers.

Community Groups

Connect with your colleagues to discuss all things related to libraries, technology and research. Expand your knowledge, learn and share ways to improve access to EBSCO products and services, or just get inspired by conversations with your peers.

Success Tools

From the Training page, access a variety of student, teacher and library success tools including research guides, curriculum integration resources, standards-based thematic units, lesson plans, scavenger hunt exercises and more.

Comprehensive Training

Whether you are a patron, administrator or trainer, EBSCO offers a broad range of free training options, including context-specific tutorials, how-to videos, online sessions, on-demand webinars and customized training.

Quick Access for Site Administrators

Using EBSCOadmin™, EBSCOhost®, Collection Manager, GOBI®, EBSCONET® or LibraryAware™? Links get you quickly to where you need to be.

Promotional Tools

Find logos and buttons to help you promote your EBSCO products and services. Printable materials — such as posters, flyers and bookmarks — are also available.

Visit connect.ebsco.com and click Sign In to request your account.