

APA Style CENTRAL® Technical Requirements

APA Style CENTRAL was developed to work in a wide variety of technical settings. These notes may help you troubleshoot your own or your institution's access issues.

Access

APA supports IP authentication for on-campus access, and proxy server authentication for off-campus access. If you're unable to access APA Style CENTRAL from on-campus, please contact us to confirm your IP address on file.

If you are unable to access APA Style CENTRAL from off-campus, double check your proxy configuration using the information below. Please also note the following:

- Some proxy servers require the use of cookies.
- In firewall settings, APA uses port 80.
- APA Style CENTRAL requires that your proxy be configured for SSL.

EZproxy

Make sure that your EZproxy is configured for SSL. If SSL has not been configured at all, the proxy server will be unable to authenticate the user. If SSL has been incorrectly configured, users will receive security exception errors from their browser. A guide for configuring SSL for EZproxy can be found at

<http://www.oclc.org/support/documentation/ezproxy/cfg/ssl/>

For EZproxy, please use the following stanza:

```
T APA Style CENTRAL
U http://APASyleCENTRAL.apa.org
HJ apastylecentral.apa.org
HJ apa.org
HJ my.apa.org
DJ apastylecentral.apa.org
DJ apa.org
DJ my.apa.org
```

Web Access Management (WAM)

APA Style CENTRAL requires secure authentication (HTTPS), which WAM does not currently support. Please work with your campus IT department to obtain and configure a security certificate for your proxy. Note that your security certificate must include your proxy URL, which may be different from your campus website address.

For WAM configuration, please use the URL for APA Style CENTRAL: <http://APASyleCENTRAL.apa.org>

Operating Systems, Browsers, and Mobile Devices

APA Style CENTRAL was developed to work on both Windows and Mac OS environments. Google Chrome and Mozilla Firefox are supported for both operating systems.

Windows users: Internet Explorer and Edge browsers are NOT SUPPORTED for use with proxy. (This includes off-campus users, but some institutions required proxy use for on-campus users as well. If you're unsure, please check with your library.)

Mac OS users: Safari is also supported.

If you are unable to login to APA Style CENTRAL using a supported browser, please check your settings. You may need to enable cookies to ensure that the platform recognizes your account.

A mobile version of APA Style CENTRAL is not available, but learning objects such as the quick guides and tutorials can be viewed from most devices. Depending on the device, operating system, browser version, and connection strength, additional features and functionality may be available.

Additional Support

If you have worked through the information above and are still encountering problems accessing APA Style CENTRAL, please contact us at support@apastylecentral.org with the following information:

- Computer operating system and version
- Browser operating system and version
- Are you experiencing the error when connecting from on campus (IP authenticated) or off-campus (via a proxy server)?
 - If you are having problems with on campus access, please provide us with your full list of IP addresses so we can check your account.
 - If you are having problems with off campus access, please let us know which proxy you use and provide the proxy IP address.
- Include a screenshot of the error, including the address bar with the full URL visible. If the URL is not visible, please copy it and include it in your message.

Contact Us

Please don't hesitate to contact us with any additional questions that you or your end users have. Email inquiries should be sent to support@apastylecentral.org.

For telephone inquiries:

800-374-2722 or 202-336-5725

TDD/TTY: 202-336-6123

Have a specific question about the guidelines of APA Style®? Write to StyleExpert@apa.org.