
FAQs for librarians

This list of frequently asked questions for librarians has been developed as a guide for librarians who want to register and manage registrations on behalf of their institution for access to the online research literature available through their country consortium.

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Registration

How can my institution get access to the online research literature subscribed to by our country consortium?

In order to have access to the online research literature available in your country, each eligible institution will need to register for access through INASP's Access to Online Research Dashboard. Registration is done on an institutional basis, usually by a (e-resource) librarian, after which everyone in the institution will have access to the resources.

To check whether your institution is eligible to register on the Access to Online Research Dashboard see www.dashboard.inasp.info/page/access-support

Before being able to register for access to the resources that are available free at the point of use to academics, researchers and students, institutions may be required to [join their country consortium](#).

How will I know which resources are available to my institution?

In order to find out which resources are currently available to member institutions contact your country consortium. Your consortium will also be able to provide you with title lists for the resources that are available. You can find links to their website or contact details here:

www.dashboard.inasp.info/page/consortium-contacts

I am a librarian; how do I register my institution for access?

Before registering your institution for access, check with your colleagues to see if they might have already registered your institution on the system. Each institution will only need to register once on the system in order to have access to the online research literature available.

If your institution has not already been registered for access on the system, you will need to [apply for a user account](#).

There are three registration steps to complete before your institution can have access to the online research literature available in your country. These are each explained in detail below:

1) **An individual (usually the e-resources librarian) [applies for a user account](#)** on behalf of their institution:

- Select sign up as a new member
- Enter your details and associate these details to your country
Keep a record of the email address used and the username and password supplied as you will need these details to sign in to your account in the future
- You will receive an automatic email with an activation link to follow in order to activate your account (check your spam box in case the message goes there)

2) **Registration of an institution**

Once you have activated your account on the system, you will need to associate your account with your institution before you can register for access to resources.

When logged in you will see a list of institutions in your country that have already been registered on the system. If you see your institution on the list, select it and click on "This is my institution" to associate yourself with your institution. You will now be able to register for access to resources (step 3).

If your institution has not been registered on the system before, you will need to do this: At the end of the list of institutions already listed in your country, click the button to add your institution. You will be taken through to a form to complete. Complete this form and click the

button saying, “Apply for approval”. Be as detailed as possible when filling in your institutional registration. If the form is not complete with all mandatory information, the screen will refresh and you will need to add further information and click “Apply for approval” again. Your consortium will be able to provide you with a list of information you will need to register your institution. Having gathered this information in advance, will make it easier for you to complete the registration of your institution.

When a new institution has been registered on the system it will need to be approved by the country consortium before registration for access to resources is possible. Your consortium may take up to 10 working days to approve your institution. All users associated with the institution will be sent an email once the institution has been accepted.

Once you have associated yourself with your institution, and your institution has been approved, if a new institutional registration was made, you will have to log back in to your profile to register for each resource you want access to in turn, reading the relevant license.

3) Registration for access to resources

Once the registration of your institution has been approved by your country consortium, you will be able to register for access to the resources subscribed to by your consortium. You will need to register for each resource you want access to in turn.

To register for access to resources, log in to the system and select your institution. You will see a list of resources. If the status shows “Not applied” you have the option to register. Do this for all relevant resources. If you agree to the terms and conditions of the resource, click on the box to accept them and then click the “register” button.

Your registration will be submitted to the resource publisher and you will receive an email to confirm this.

After you have registered for access to a resource, the publisher will need to approve your registration and set up your access to their resource. Publishers may take up to 10 working days to do this. Once your registration has been processed by the publisher you will receive an email to confirm this and your users will be able to use the resource.

You will need to complete all three steps above before your institution can have access to any of the resources available through your country consortium.

Make sure you check the incoming emails at the address you used when registering and add 'donotreply@inasp.info' to your address book to be able to receive registration status emails from the Access to Online Research Dashboard.

How can users access the online research literature once I have registered my institution for access on the Access to Online Research Dashboard?

Once you have completed [all three registration steps](#) detailed above and you have received an email from the system saying that a publisher has approved your registration for access to their resource; your users will be able to access the resource through the publisher’s website through IP recognition. You might want to bookmark the publishers’ sites or add them to My Favourites using your internet browser. When users find useful articles, they will be able to open or download the full text, where this is offered by the resource.

I think my institution has registered for a resource but I am not sure. How can I check?

If you have a user account for the Access to Online Research Dashboard, you can [login](#) and see what resources are approved, pending or unregistered.

If you do not have an account for the Online Research Dashboard, you should talk to your colleague who does have an account to check whether your institution is registered for the resource.

If your institution does not have an account for the Online Research Dashboard, you can follow the steps above to [register your institution](#).

How can I keep track of the registrations I have made for my institution?

It is always good practice to keep a record of your registrations. You might want to store any information which will help you to trace registrations, make enquiries to publishers and provide access details and support to researchers.

A suggested minimum of information would be:

- A spreadsheet of standard information for each publisher
 - Resource
 - Date registered
 - Person registering
 - IP addresses used in registering
 - Email addresses used in registering
 - Date email with subject line “registration accepted” received
 - Date response from publisher received
 - Username supplied by publisher (if relevant)
 - Password supplied by publisher (if relevant)
 - URL to publisher’s website
 - Administration details
- A print file, divided by publisher, of all emails relating to registration
- An email folder of all emails relating to registration
- If for any reason a password is changed, make sure this is recorded in all the above places

I have registered but have not had a reply from the publisher

Check that you have followed all [three registration steps](#) as noted above. You will need to complete all three steps before your institution can have access to any of the resources available through your country consortium.

Once you have completed the third step of registering for each resource you want access to in turn, each publisher will need to approve your registration and set you up with access to their resource. Please allow 10 working days for publishers to do this. Once the publisher has processed your registration, you should receive an email noting that the resource is now available. Make sure you check the incoming emails at the address you used when registering and add 'donotreply@inasp.info' to your address book.

If you have not had a reply from the publisher within 10 working days after your registration for access to their resource, contact your consortium to get the contact details of the publisher so that you can contact them directly to ask about your registration. Contact details for your country consortium can be found here: www.dashboard.inasp.info/page/consortium-contacts. When contacting a publisher, be sure to give the full name and address (including country) of your institution and, if possible, your IP address(es).

I have registered, but I no longer have access to the resource

If you find you are unable to use a resource that you were previously able to use it is best to start troubleshooting at your institution’s end. Below is a list of [common access problems](#):

- **Check access route - IP address** (This is the problem in 90% of cases)

You may need to ask your IT department for assistance. Institutions are encouraged to include fixed, external IP addresses (ranges) in their application (see also the section on [IP addresses](#)).

- ✓ Check your computer is connected to the server whose IP address has been used in registration

There are several sites where you can check the IP address of the computer you are using. By checking this, you can ensure it is included in the registration. Please note, though, that this may not be the only IP address for your institution.

Go to <http://www.whatismyip.org/> or <http://checkip.dyndns.com/> to check your IP address. These are both very simple, quick sites and the number which appears on the screen is the IP address of your computer. You can therefore check that the range given in your registration includes this, but you should also contact your IT department to get the full range that should be included in your registration.

- ✓ Check that the correct IP address range has been registered for your institution

As the registered librarian for your institution, you can check the details supplied when your institution registered:

- Go to www.dashboard.inasp.info and log in to your account
- Click the "View" link below the Dashboard tab
- You can now see the information registered for your institution, including IP addresses and the representative librarian
- If you are not the representative librarian, please contact that person and ask him/her to update the registration information if needed.

- ✓ If your IP address has changed you need to [update this on the registration system](#)

- ✓ Access is NOT available if institutions register their internal IP addresses. This is a very common problem. Internal IP addresses are like telephone extension numbers and are repeated in every institution, so are not valid. Internal IP addresses can be easily recognised as they start with the same numbers: 10.0 or 169.254.0 or 172.168 or 192.168. Therefore, IP addresses within the following ranges will not be accepted:

10.0.0.0 - 10.255.255.255

172.16.0.0 - 172.31.255.255

192.168.0.0 - 192.168.255.255

169.254.0 – 169.254.255.255

- **Check computer security settings**

- ✓ Sometimes computers are set to prohibit downloading of materials or viewing of certain sites.

Confirm any settings with your IT department to ensure you can view all the publisher sites and download the papers from them. If there is a block, the IT department will need to remove it.

- ✓ Check that the computer being used has Adobe Acrobat installed if downloading PDFs You can download a free copy of Adobe Acrobat from <http://get.adobe.com/uk/reader/>

- **Check url**

Be sure that the URL you are trying to reach is typed correctly.

- ✓ Look for obvious errors (e.g INSAP rather than INASP)
- ✓ Strip the link to the first logical point and try again e.g if <http://www.dashboard.inasp.info/page/access-support> does not open, try <http://www.dashboard.inasp.info>
- ✓ Search for the publisher using a search engine like Google.
- ✓ Read any error message and if necessary adjust your browser or return to the site later

- **Check registration**

There are three steps to registering for access to resources on the Access to Online Research Dashboard. All of these three steps must be completed before an institution can have access to a resource.

If you are unable to use a resource, you may find your institution has not registered. See separate section on [how to register your institution for access](#) for further information on the registration process.

- **Check current subscriptions by your country consortium**

Country subscriptions change annually so you may not have access to a resource that you had access to previously because your country consortium is no longer subscribing to the resource. [Contact your country consortium](#) to get an updated list of resources currently subscribed to and available. You can also [log in to your account](#) on the Access to Online Research Dashboard and check the list of resources listed under your institution. Any resources on this that do not have live links are resources where the subscriptions from previous years have not been renewed.

How can I update the information associated with my individual account?

You can update the personal information associated with your individual account, for example your email address, by [logging in to your account](#) and select the “Edit profile” section next to your name. Once you have updated the personal information you wish to update, click on “Update” to effectuate the changes.

How can I update the information associated with my institution?

You can update the information associated with your institution, for example contact information the primary contact of the institution or the IP addresses of the institution, by [logging in to your account](#) and select the “Edit” section below the Dashboard tab. Once you have updated the information you wish to update, click on “Update Institution” at the bottom of the screen to effectuate the changes.

When you see a green box at the top of the screen saying that your update has been successful, you will know you have been successful

I have changed job and am now looking after registrations at another institution. What should I do?

If you have changed jobs and will be in charge of the registrations for a new institution you can do so using your old account on the Access to Online Research Dashboard. You therefore only have to create an individual account on the system once.

In order to use you existing account on the Access to Online Research Dashboard to manage registrations for a new institution, you will need to dissociate yourself from your current institution on the system and associate yourself with your new institution. Complete the following steps to do so:

- ✓ [Log in](#) to your account
- ✓ Click on “View all institutions” under the dashboard tab
- ✓ Scroll down the list of institutions to find the institution your account is currently associated with. Click on the link “This is no longer my institution” to disassociate yourself from the institution
- ✓ Go back to the list of institutions to find your new institution and associate yourself with this by clicking on the link “This is my institution”. You will now be associated with your new institution and be able to manage registrations for this institution
- ✓ If your new institution is not on the list click the link to add your institution at the bottom of the page. You will then be taken through to a form to fill out to [register your institution](#)

The librarian who used to look after our institution’s registrations has left. What should we do?

If the librarian who used to look after your institution’s registrations on the Access to Online Research Dashboard has left, you will need to identify the new librarian who will be managing the registrations for your institution. Once this person has been identified, they should register for an individual account on the system. After having completed this individual registration they will be able to associate themselves with the institution and once this is done they will be able to manage the registrations for your institution on the system. See section [“I am a librarian; how do I register my institution for access?”](#) for further information on how to register on the system.

When I try to log-in to the Access to Online Research Dashboard I receive an error message. What should I do?

Incorrect username and password

If you are trying to log-in but you receive an error message indicating your username or password are incorrect, please click on the “Reset your password” link at the bottom of the page. When clicking on this link an email will be sent to the email address you used for registering your account with a link to reset your password.

Inactive account

If you are trying to log-in and you receive the error message “This account is inactive” this could be because you have registered multiple accounts under your name but you actively use only one of them. Please try again using any possible email addresses you might have registered under.

What if I am still not successful?

If you are still not successful contact your country consortium as their registration coordinator can help you to identify the account that has been registered against your institution. Contact details for your country consortium can be found here: www.dashboard.inasp.info/page/consortium-contacts

I need further help with my registration – who do I contact?

If you have any further questions regarding how to register for access to resources using the Access to Online Research Dashboard or membership, contact your country consortium. You can find links to their website or contact details here: www.dashboard.inasp.info/page/consortium-contacts

IP addresses

Why should I register using an IP address?

Institutions are encouraged to register using IP addresses (ranges) if they are static. This allows for:

- Seamless access (no logon screen)
- Usage statistics for the institution
- Greater security as no misuse of usernames and passwords
- Can allow for access for all computers on campus to resources, releasing library terminals and staff time
- Direct recognition of institutional networks by publishers and vice versa
- Some publishers only allow registration for their resources by IP addresses.

The IP address of my institution has changed, how do I notify the publishers?

It is important that institutions maintain static fixed, external IP addresses when registering for access to resources as frequent changes to IP addresses creates a significant amount of work for publishers in setting up and maintaining access for institutions. Publishers will factor in this workload when setting the prices for their resources and frequent updates to IP addresses will therefore affect the ability of your national consortia to negotiate deeply discounted prices for your country in the future.

If you do on rare occasions need to change your IP address, you should [log in](#) on the Access to Online Research Dashboard, and select the 'Edit' option. Here you will be able to edit your institutional details, including the IP range. This will be sent to all publishers with which your institution is registered. They could take up to 10 working days to implement changes.

Make sure that you also include IP addresses for firewalls and proxy servers. List the IP with firewall or proxy in brackets e.g. 123.456.789.987 (proxy).