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This manual has been written to provide training support on Cambridge Journals Online (CJO) for Account Administrators and librarians.

The URL for CJO is: http://journals.cambridge.org

Sections 1 and 2 cover features and tools that are available to Account Administrators only. Section 3 explains features that are available to all institutional users. Section 4 describes the personalisation features available to registered institutional users.

1.0 Account Administrators

Each institution needs an Account Administrator to:

➤ manage access to the full text of journals
➤ customise the screens that library users will see
➤ monitor usage of the journals at their institution

The Account Administrator can be any designated individual and is most likely to be a member of the library staff. Each institution within a consortium needs its own Account Administrator. Please note that there can only be one Account Administrator per institution. Therefore, if an institution was already subscribing to Cambridge journals before a consortia licence was agreed, the existing Account Administrator should continue to be the Account Administrator for the consortia subscriptions.

If you have been appointed as the Account Administrator for your institution, you will need to read Sections 1 and 2.

1.1 Registration

The first thing you will need to do is register.

At the Cambridge Journals Online homepage, click on Register.

This will take you to the Registration page, where you will be asked to enter your personal details and to decide on your own user name and password.

Note: the next release of CJO will include a tool which will allow a Consortium Administrator to monitor usage across all the member institutions.
The user name and password both need to have a minimum of four characters. They can be a combination of letters and numbers and are case sensitive.

We also ask you to enter a word or phrase that will remind you of your password. For example: place of birth, favourite football team, name of family pet.

If you forget your password, we can email you the reminder. (See 3.3.6 Password Help.)

Read the ‘Terms of Use’, then check the box next to ‘You must accept the Terms of Use to register’.

You can also choose to receive information about CJJO and Cambridge Journals.

When you have entered all your details, click .

You will then see the following screen:

From now on, make sure that you always log in when you use CJJO. If you don't log in, you will not have access to all the tools you need as Account Administrator. You can see if you are logged in by looking at the text at the top left hand side of the page, just above the box which says 'Browse Journals'. If you are not logged in it will say: ‘You are logged in as Guest.

If you are logged in it will show your name and your institution name.

**Note:** If you are setting yourself up as an Account Administrator for an institution that is NOT part of a consortium, you must now click [Set Admin]. You will then be asked to re-enter your user name and password. Clicking OK will take you to the Institution Administration User Setup page, where you should enter your institution's subscription number (see 2.1.6)
2.0 **Account Options for Administrators**

CJO gives you a number of tools for managing access to journals. Go to **My CJO Homepage** and click on the menu called **Account Options**.

You will see the following drop-down menu:
2.1 Customise Institution

This appears as Customise Inst on the drop down menu. The Customise Inst option is only available to Account Administrators. It is the main tool you need for managing access to the full-text journals and for customising CJO for your library users.

Click on Customise Inst to see the following page:

2.1.1 Update Institution Details

Use this page to update your contact details and to specify how you want the name of your institution to appear at the top of each page.

**Name of Institution:** To enter the name of your institution or to change it, type the text as you wish it to appear into the first text box. You can use up to 60 characters.

**Organization Type:** Click on the drop-down menu to select the Organization Type that best describes your organization. Doing so makes it easier for CJO to tailor its service to meet your needs.

**Address Details:** Use these text boxes to update your address details.

**Message for Users:** Use this text box to add (or change) a message that your users will see the top of each page. You can use up to 50 characters. You might want to say ‘Journals made available through Institution X’.

2.1.2 Configure IP/Domains

This page allows you to control access to the full text of journals to which your institution subscribes.

CJO uses domain names and IP address ranges to identify the computers on your network that can access the journals to which you subscribe. If you are part of a consortium, Customer Services at Cambridge will enter all the domain name and IP address details that are valid when your access to CJO starts. (If you don’t belong to a consortium, CJO will detect your IP address or domain name when you activate your subscription. You can then add more IP addresses by following the steps described below.)

From time to time, your institution may add new computers to its network (or remove old ones). Account administrators can add (or subtract) domain names or IP addresses. However, please note that in doing so you must abide by the ‘Terms of Use’ of your licence.
Click on the IP/Domain Configuration link, to get to the following page:

2.1.2.1 Adding an IP range or domain name

In the text-box below the Include table, enter a valid IP range or domain name for your institution in the form and click on Save. The IP range or domain name will automatically be validated. If the validation is successful then the page will refresh and the domain will be added to the Include table.

2.1.2.2 Excluding an IP range or domain name

Use this option if you need to exclude:
➤ IP addresses that form part of a range in your Include table
or
➤ domain names that are sub-domains of domain names within your Include table.

If you want to remove a domain or an IP range that isn’t a sub-domain or part of another range, see 2.1.2.3 below.

In the text-box below the Exclude table, enter a valid IP range or domain name for your institution in the form and click on Save. The IP range or domain name will automatically be validated. If the validation is successful the page will refresh and the domain will be added to the Exclude table.

2.1.2.3 Omitting an IP range or domain name

Click X to omit a domain name or IP range from either table.

2.1.2.4 Help with entering IP addresses

IP addresses consist of four numeric components separated by full stops (.).

You may express an IP range by using a hyphen (-).

Ranges include both the highest and lowest IP addresses. You may also use a wildcard within a range by using an asterisk (*).

Examples:
180.44.87.88 = a single IP address
180.44.87.14-28 = a range of IP addresses from 180.44.87.14 to 180.44.87.28 inclusive
180.44.87.* = a range of IP addresses from 180.44.87.0 to 180.44.87.255 inclusive
180.44.87-90.* = a range of IP addresses from 180.44.87.* to 180.44.90.* inclusive

2.1.2.5 Help with entering domain names

When entering a domain name, check that it:
- Includes at least one full stop (.)
- Contains only letters, numbers and hyphens (-) ie no other types of punctuation or special symbols or characters

There is no need to include the ‘www.’ at the beginning, as it will be ignored by CJO.

CJO will automatically include any sub-domains of the main domain.

Example: cam.ac.uk automatically covers physics.cam.ac.uk

2.1.3 Change Account Administrator

If your institution changes its Account Administrator, make sure that the new Account Administrator is registered using this screen. You will need to know the former Account Administrator’s password to do so.

2.1.4 Amend Subscription Details

This screen shows which subscriptions have been activated. If you need to activate more subscriptions, click the Activate button at the bottom of the page, which will take you to the Activate Subscription page (2.1.6).
2.1.5 **Upload Images**

This page allows you to customise the pages your users will see by adding your logo or other image.

The image should be no larger than 468 x 60 pixels and needs to be accessible from your computer.

Use the 'Browse' button to locate the image on your own computer (or network). When you have found it, click on it to select it, then click to upload it. Finally, click your browser’s ‘Refresh’ button.

The image will then appear on all the CJO web pages that are visible to you and your users.

2.1.6 **Activate Subscriptions**

All electronic subscriptions need to be activated, otherwise the full text of the journal will not be accessible to library users.

Customer Services at Cambridge or New York will activate all journal subscriptions that your institution is entitled to as part of its consortia agreement.

However, if your institution is not part of a consortia, or subsequently decides to subscribe to any additional journals you may need to use the **Activate Subscriptions** screen.

If you take out an institutional subscription to a new journal, the subscription numbers will normally be the same as that used for existing subscriptions. It can also be found at the top left corner of the mailing label used for your paper copies.

To activate a subscription, enter the subscription number into the text box and click .

**Note:** some organisations will have more than one subscription number, each of which will need to be activated. When entering more than one subscription number at once, separate the values with commas.
2.2 Usage Reports

CJO allows Account Administrators to run instant usage reports. (The reports have been set up to comply with COUNTER requirements.)

Go to the drop-down Account Options menu and click on Reports.

Note: this menu item is only visible to Account Administrators.

You will then be able to choose:

➤ Which journals to report on – you can select either individual journals or subject areas using the drop down menus.
➤ Which period you want the reports to cover.
➤ Whether you would like to see the results for each journal individually or the total results for all of them.
  ➤ To see them individually, click the ‘By journal’ radio button
  ➤ To see them totalled click the ‘Don’t break out results’ radio button.

Once you have made your selection, click the ‘Go’ button.

The reports will be instantly calculated and the results displayed as a graph which will give you an immediate picture of usage trends and as a table which gives you the actual usage figures.

Example of results displayed as a graph
### Example of results displayed as a table

<table>
<thead>
<tr>
<th>Date</th>
<th>Issue TOC</th>
<th>Abstract</th>
<th>Fulltext (PDF)</th>
<th>Fulltext (HTML)</th>
<th>Fulltext (Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 2002</td>
<td>364</td>
<td>106</td>
<td>504</td>
<td>5</td>
<td>509</td>
</tr>
<tr>
<td>Sep 2002</td>
<td>573</td>
<td>175</td>
<td>580</td>
<td>20</td>
<td>600</td>
</tr>
<tr>
<td>Oct 2002</td>
<td>763</td>
<td>206</td>
<td>803</td>
<td>14</td>
<td>817</td>
</tr>
<tr>
<td>Nov 2002</td>
<td>1233</td>
<td>286</td>
<td>1316</td>
<td>13</td>
<td>1329</td>
</tr>
<tr>
<td>Dec 2002</td>
<td>725</td>
<td>250</td>
<td>921</td>
<td>17</td>
<td>938</td>
</tr>
<tr>
<td>Totals</td>
<td>3658</td>
<td>1023</td>
<td>4124</td>
<td>69</td>
<td>4193</td>
</tr>
</tbody>
</table>

#### 2.2.1 Exporting the data

If you need to analyse the data further you may want to export it into another application. CJO gives you three options.

#### 2.2.1.1 Export the data to Excel

Click on the Open in Excel link and it will automatically create an Excel file.

**Notes:** you need to have Microsoft Excel installed on your computer. This function may not currently work on some Macintosh systems.

**Example of an Excel output**
2.2.1.2 Create a tab separated file

Click on the Tab Separated Values link. This will work on all systems. If you have Microsoft Excel and the Open in Excel link didn't work, use this, save the file and then copy and paste it into Excel.

**Example of a tab separated file**

<table>
<thead>
<tr>
<th>Date</th>
<th>Issue</th>
<th>TOC</th>
<th>Abstract</th>
<th>Fulltext (PDF)</th>
<th>Fulltext (HTML)</th>
<th>Fulltext (Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 2002</td>
<td>364</td>
<td>106</td>
<td>504</td>
<td>5</td>
<td>509</td>
<td></td>
</tr>
<tr>
<td>Sep 2002</td>
<td>573</td>
<td>175</td>
<td>580</td>
<td>20</td>
<td>600</td>
<td></td>
</tr>
<tr>
<td>Oct 2002</td>
<td>763</td>
<td>206</td>
<td>803</td>
<td>14</td>
<td>817</td>
<td></td>
</tr>
<tr>
<td>Nov 2002</td>
<td>1233</td>
<td>286</td>
<td>1316</td>
<td>13</td>
<td>1329</td>
<td></td>
</tr>
<tr>
<td>Dec 2002</td>
<td>725</td>
<td>250</td>
<td>921</td>
<td>17</td>
<td>938</td>
<td></td>
</tr>
<tr>
<td>Totals</td>
<td>3658</td>
<td>1023</td>
<td>4124</td>
<td>69</td>
<td>4193</td>
<td></td>
</tr>
</tbody>
</table>

2.2.1.3 Create a comma separated file

Click on the Comma Separated Values link. This will also work on all systems. Use this if your statistical analysis package prefers CSV for importing data.

**Example of a comma separated file**

<table>
<thead>
<tr>
<th>Date,Issue,TOC,Abstract,Fulltext (PDF),Fulltext (HTML),Fulltext (Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 2002,364,106,504,5,509</td>
</tr>
<tr>
<td>Sep 2002,573,175,580,20,600</td>
</tr>
<tr>
<td>Oct 2002,763,206,803,14,817</td>
</tr>
<tr>
<td>Nov 2002,1233,286,1316,13,1329</td>
</tr>
<tr>
<td>Dec 2002,725,250,921,17,938</td>
</tr>
<tr>
<td>Totals,3658,1023,4124,69,4193</td>
</tr>
</tbody>
</table>
3.0 CJO features available to all institutional users

3.1 Browse Journals

There are a variety of ways users can find the journal content they are interested in.

Click on the Browse Journals drop-down menu to view your options.

3.1.1 Alphabetically

This page allows users to browse through the entire list of Cambridge Journals alphabetically.

You can either scroll down the list or click on the appropriate letter at the top of the page.

**Note:** this is the complete list of journals available via CJO. You may not subscribe to all of them.

Clicking on a journal title will take you to the journal homepage.
3.1.2 **By Subject Area**

Alternatively, you can browse the entire Cambridge list by subject area. This list includes titles to which your institution may not have a subscription.

3.1.3 **Subscribed Journals**

This page lists the journals to which the institution subscribes.

3.1.4 **Advanced Search**

All journals and articles in CJO have been indexed for searching, including the full text of articles.

The **Advanced Search** provides several options for narrowing searches.

**Define the ‘search base’**

You must first define the journal(s) or subject categories that you wish the search to be run over. This is your search base. Select from either of the two drop-down lists:
Journals
You may select a journal or multiple journals. To select more than one journal hold down the Ctrl key to select sets of individual journals. Select All Journals to search across every journal on the site.

Categories
You may select a subject category or multiple subject categories to perform your search over. Hold down the Ctrl key to select sets of subject categories. Select None if you do not wish to search under subject categories.

Now enter your key words or search strings, using any of the fields listed below:

Full Text: searches the complete full text of articles within your search base.

Title Text: searches article titles within your search base.

Author Text: searches on authors of articles within your search base.

Affiliation Text: searches on affiliations of authors of articles within your search base.

Abstract Text: searches article abstracts within your search base.

Keywords: searches ‘Keywords’ assigned by authors to their articles. Not all articles have keywords.

To search across publication dates, use the following:

Start Month/Start Year
Enter the start publication month and year for articles you wish to search. This defaults to the month and year of publication of the earliest hosted article.

End Month/End Year
Enter the end publication date for articles you wish to search. This defaults to the month and year of publication of the latest hosted article.

You can also exclude book reviews from your search base and/or restrict your search to only those journals you subscribe to.

Once you have specified your search criteria, click Submit to run the search. You may click Clear at any time in order to clear the form.
3.1.4.1 Basic Search Techniques

The best way to enter a key phrase is to put it in quotes (for example "genetic epidemiology").

You can be precise about the combination of words you are searching for. Use a plus (+) before words you require, and a minus (-) before words you don’t want to include. For example, +genetic +epidemiology -“epidemiology and infection” will find articles with genetic and epidemiology in them, but no articles containing epidemiology and infection.

When you use lower-case key words, you will get matches with capitalised words also. Capital letters in search words will find matches only for the exact case used (for example, Baker will not find baker).

You can use an asterisk (*) as a wild card (for example, fish* will find matches for Fisher, Fisher’, fishes, fisher).
3.1.4.2 Advanced Search Techniques

By placing extra constraints on your search, you can carry out more advanced searches using the same fields and search strings as for simple queries. You do this by using the words AND, OR, NEAR or NOT, as follows:

AND ensures that both words are present in the documents you find. This is less tightly binding because this search does not require the words to be next to each other in a phrase (for example, twins AND genetics).

OR ensures that at least one of the words is present in the documents you find (for example, twins OR siblings).

NEAR ensures that both words are within ten words of each other (for example, twins NEAR celestial bodies).

NOT is used to exclude words or phrases from a query (for example, medicine AND NOT biology. Do not use medicine NOT biology as this query is syntactically incorrect.

You may use and, or, near or not in lower case as search words in a query but you must put them in quotes.

3.1.5 Site Holdings

This is a useful tool particularly for Account Administrators and librarians who need to retrieve journal information from the CJO database in a convenient format for use in other applications.

Use this tool if you need to produce listings, check claims, or create deep links to journal homepages from your OPAC.

There are three options for choosing the journals you wish to include.

3.1.5.1 Select journals available to ‘this IP’

You can look at only those journals that are accessible to the computer you are working on. To do this, you need to check the ‘Available to this IP only’ box. The text field should display your computer’s IP address.

3.1.5.2 Select all journals

You can also select all journals available via CJO, even if the computer you are working on does not have access to the full-text of all of them. To do this, make sure the ‘Available to this IP only’ box is unchecked.
Select by subject

You can also select journals by subject by using the ‘Subject’ column. If your computer is running Windows and you would like to select more than one option, you should hold down the Control (CTRL) key while clicking on the options that you would like to select. On Macintosh computers you must hold down the Open Apple key while clicking on the options that you would like to select.

Selecting a format

If you would like your data to be exported and automatically formatted into an Excel spreadsheet file, select ‘Excel Spreadsheet’ from the list of options. If you want your data to be incorporated into local databases or other types of applications apart from Excel it is best to select either Tab Separated or Comma Delimited file formats.

The program will output all requested data fields and display the button which will enable the user to save or view the data as an Excel file or separated by either commas or tab characters.

Selecting the type of information

You can also choose the information you need from the Fields column. Options include ISSN, Mnemonic, Journal Title, Year. The journal URLs are also included so that you can add links to journal homepages to your OPAC.

Example

To get an Excel spreadsheet listing of the ISSNs, Titles and URLs of the journals in Language and Linguistics and Literary Studies, you would need to:

1. Select Language and Linguistics and Literary Studies from the Subjects column.
2. Select ISSN, Title and URL from the Fields column.
3. Select Excel Spreadsheet from the Format column.
4. Click the Find Titles button.
Your results will look like this:

Click on Get Excel Spreadsheet and your results will be output into Excel on your computer.

3.2 Journal Content

To access the journal content, use either the CJO browse or search facilities (or your OPAC or other search engines) to find the journal you are looking for and click on the title. This will take you to the journal’s homepage.
From here you will be able to access tables of contents, abstracts, and full-text articles if you have subscribed.

3.2.1 Document formats

In most cases, the full-text articles are available as PDFs but increasingly the journals are also being made available in HTML which includes links to cited articles.

The symbol: indicates which journals are available in HTML.

3.2.2 Reference Linking

Reference linking to non-CJO content is available via Cross-Ref and Medline. CJO also provides OpenURL metadata.

3.2.3 OpenURL

Currently, CJO also supplies an ‘OpenURL’ link for each reference so that library users with access to OpenURL resolvers can see if the article is available to the user as part of the library’s collection.

Example


Click on OpenURL Query Data. A new window will open containing a string of metadata which complies with the OpenURL standard.

The user can then highlight the Query string and copy it either into the library’s own OpenURL resolver or into its preferred public resolver.
3.2.4 Forwarding Abstracts

This tool allows users to forward abstracts that may be of interest to their colleagues.

Go to the relevant table of contents and click on the [abstract] link.

This will open the window containing the abstract.

To forward the abstract click on the button. This will bring up a new window which allows you to send a message with the abstract.
3.3 Help

Various kinds of help are available through the Help menu.

### 3.3.1 Context Help

Wherever you are in the site, you can get specific help by clicking on Context Help.

**Example**

If you need help using the Site Holdings function, go to Site Holdings and from there click on Context Help in the drop-down Help menu. A second window will open which contains Help that relates specifically to Site Holdings.
3.3.2 Help Contents

Click on Contents in the Help Menu and you will see a complete alphabetical list of the Help topics.

3.3.3 Frequently Asked Questions

Click on FAQs in the Help Menu to bring up an extensive list of answers to common questions.

(See also Appendix 1.)
3.3.4 Diagnostics

This page allows users to submit problems to Cambridge University Press.

Use this page to make it easier for Customer Services to investigate your problem.

Click on Diagnostics in the drop-down Help menu.

The Diagnostics Page displays the following information it has detected for your computer:

**Browser & OS:** the Internet Browser and Operating System you are using.

**IP Address:** the Internet Protocol (IP) address that has been detected for your computer.

**Domain Name:** the domain name that corresponds to your IP address. In the instance where there is no domain name, there will be no entry here.

**Member ID:** the unique identifier that you have on CJO. This is the most useful piece of information for identifying yourself should you contact Customer Services.

If you are not logged-in (or have not yet registered) then you will **not have** a member ID and this entry will read ‘Guest’.

**Session ID:** the identifier that represents your current visit to CJO.

**First Name:** your first name as entered when you registered (or altered your contact details) on CJO. If you are not logged-in (or have not yet registered) then this entry will read ‘Guest’

**Last Name:** your last name as entered when you registered (or altered your contact details) on CJO. If you are not logged-in (or have not yet registered) then this entry will read ‘Guest’

**Email Address:** your email address as entered when you registered (or altered your contact details) on CJO.

If you are not logged-in (or have not yet registered) then this entry will read ‘Guest’

If you are recognised as accessing from (or belonging to) one or more subscribed organisations then you will see another table with the following information:

**Institution ID:** A unique identifier representing the organisation you are accessing from or belong to.

**Institution:** The name of the organisation that corresponds to the organisation identifier.

Use the text box at the bottom of the page to report your problem.

Submit the form by clicking on the **Email** button below.
3.3.5 Site Map

If you still can't find what you are looking for, the Site Map lists all the content available on CJO.

3.3.6 Password Help

If you've forgotten your user name and/or password, Password Help gives you the option to either:

➤ have your User Name and Password Reminder sent to you – click on

or

➤ have your User Name and a new temporary password sent to you – click on.
4.0 **Features available to registered users**

If users within an institution’s activated IP/domain register with their own name and password they have access to a number of additional features. (For information about how to register see Section 1.1.)

Once registered, users will see their User Name appear above the Institution name at the top of each page. They also have access to certain items on the ‘Account Options’ menu.

(Note: only Account Administrators have access to ‘Customise Inst’ and ‘Reports’ pages.)

4.1 **Personalisation**

Click on **Personalise** in the **Account Options** menu. This page allows registered users to customise their access to CJO.
4.1.1 **Update your Contact Details**

This simple form allows registered users to change their details such as name, address, email address or User Name.

Type in relevant details and click Submit.

4.1.2 **Choose Journals of Interest**

Registered users can select the journals they are most interested in. They will then automatically receive an email alert (which includes a link through to the relevant table of contents) when new journal issues appear on CJO. There is no limit to the number of journals that can be selected.

**Example of an email alert:**

![Email Alert Example](image)

**Note:** users will only receive email alerts if they checked the 'Please add my name to your email list' box either when they registered or by using the ‘Manage Emails’ menu (see 4.3). Users can change this status at any time by using 'Manage Emails'.

4.1.3 **Select Subjects of Interest**

Instead of selecting individual journals of interest, registered users may select subject areas. They will receive email alerts when new issues appear on CJO, as well as news and information relating to the subject area as a whole.

![Subject Selection](image)
4.1.4 **Set/Remove Cookie**

This feature should only be used by people who have sole access to a computer.

By 'enabling the Cookie' you will allow a file to be written to your computer which means that when you use the same computer you will be recognised as soon as you enter CJO and you will therefore not have to log in with your User Name and Password but be taken straight to your personalised homepage.

**WARNING:**
Cookies should not be set on public machines – for example, in a library – because it will give anyone access to the user’s personal details.

4.1.5 **Update Password**

Allows registered users to change their password. They must know their existing password in order to do this. If they have forgotten their password they should go to **Password Help** in the Help Menu.
4.1.6 Amend Subscription Details
This page shows registered users details of any Individual Subscriptions they may have purchased.

4.1.7 Activate Subscriptions
If a registered user has bought an Individual Subscription that includes electronic access, they can use this screen to activate their subscription.

To do so, they need to enter their subscription number (which can be found at the top left corner of the mailing label used for their paper copies). Once activated, they will always be able to access their subscription whilst logged in to CJO.

If they have more than one subscription number then each will need to be activated. When entering more than one subscription number at once, separate the values with commas.

(Note: most individual subscriptions to Cambridge journals do not include electronic access.)
4.2 Shopping Basket

Registered users can use the secure shopping facility to buy articles from journals to which the institution does not subscribe. They can also use it to subscribe to journals.

4.2.1 Buying Single Articles

If your institution does not subscribe to a particular journal, users looking at its table of contents will be given the option to add an article to their shopping basket.

Clicking on [add to Basket] takes you to the following screen:

Check the details are correct and if you wish to continue, click [Check-out].
The next screen asks you to confirm your registration details, so that the correct amount of tax can be calculated, depending on your country of residence.

**Note:** Because the country of residence affects the tax calculation we must have the correct delivery address if there is a print component to the subscription.

Click [Proceed].

The next screen confirms the registration details and shows the tax that has been calculated accordingly.

If you wish to continue click [Proceed].

You will then be asked to enter your credit card details. These will be transmitted via a secure connection.

Click [Proceed]. Once your credit card has been successfully validated, your receipt will appear listing each item and its accompanying charge and a link to the article will also appear. Simply click on the link to download. Print off a copy of the receipt for your records.
You are entitled to print off one copy of the article for your own use. The PDF file may also be saved to disk for future use. Your access rights to view or download the PDF last for 48 hours after the transaction has been completed.

Note: If purchasing an article on a public machine make sure you have logged off before leaving the computer.

4.2.2 Buying Individual Subscriptions

Registered users can also use the shopping basket to buy individual subscriptions to any Cambridge journal.

Note: Most individual subscriptions are print only. Only Account Administrators should purchase subscriptions on behalf of an institution.

A list of subscription prices appears at the bottom of each journal homepage. If a registered user wants to subscribe they should just click on the appropriate link. They will be taken through a similar ordering process as for single articles.

4.3 Saving searches

Registered users can save searches to run in the future, as new content appears on CJO. (See 3.1.4 for details of how to carry out a search.)

To save an advanced search, enter the name you want to save it as, in the text-box at the bottom of the results page and click on Save. The saved search will be saved to your personal homepage, from where you can set the frequency with which you would like it to run, run it, edit it or delete it.
4.4 Manage Emails

This is a simple tool which allows Registered Users to manage their email alerts and saved searches.

4.4.1 Periodic Searches

See 4.3 Saving searches. Registered users can use this page to automatically run their saved searches at specified intervals.

4.4.2 Content Alerts

Users can see at a glance which journals they have expressed an interest in and can change, add or delete journals. See 4.1.2 and 4.1.3.

A box at the bottom of the page allows users to specify how often they wish to have CJO checked for new content. It defaults to every seven days.
Appendix 1: Frequently Asked Questions

Question: Which subscriptions need to be activated?
Answer: Activated subscriptions carried over from the previous version of Cambridge Journals Online do not need any further action. Please do not attempt to activate these. Only subscriber numbers that have not been activated before, or new numbers, need any action. Please do not activate your subscriber number unless you have been authorised by your institution to do so!

Question: We had activated subscriptions on the previous site, but now are denied access to some/all of our titles. What should we do?
Answer: Please contact the appropriate Customer Services Department.

Users in North America, Canada and Mexico should direct their enquiries to:
Cambridge University Press
phone: 845-353-7500
toll free: 800-872-7423
fax: 845-353-4141
e-mail: subscriptions_newyork@cambridge.org

Enquiries from all other places should be directed to
Cambridge University Press
tel: +44 (0)1223 326070
fax: +44 (0)1223 325350
e-mail: subscriptions_cambridge@cambridge.org

Question: In the previous version of Cambridge Journals Online, I had set up links directly to journals and/or articles. Will these links still work?
Answer: Some links set up in the previous system will continue to work, depending on the format used. Should your links no longer be working or, if you would prefer to use the new naming convention for Cambridge Journals Online, please read the next FAQ.

Question: How do I set up a link directly to a journal?
Answer: Use http://journals.cambridge.org/jid_ followed by the special letter code (mnemonic) for the journal. For example: ASO is the mnemonic for the journal ‘Aging and Society’. Therefore the link to ‘Aging and Society’ homepage is:
http://journals.cambridge.org/jid_ASO.
To find the mnemonic for the journal you are interested in, go to the Browse Journals ‘Alphabetically’ or ‘By Subject’ pages and point your cursor at the journal title. In the status bar at the bottom of your browser you will see something like this:
http://journals.cambridge.org/bin/bladerunner?REQUNIQ=79833&REQSESS=798600&116000REQEVENT&REQSTR1=ASO.
This example is for 'Aging and Society' – at the end of the string you will see 'REQSTR1=ASO', indicating that the code for Aging and Society is ASO.

You will also find a complete list of journal mnemonics on pages 42–44.

**FAQ's FOR ACCOUNT ADMINISTRATORS**

**QUESTION:** What is the role of the Account Administrator?

**ANSWER:** An Account Administrator is the person solely responsible for administering online access for a subscribing institution. It is their responsibility to activate online access and configure the IP/domain access rights for the institution's subscription/s.

**QUESTION:** Who can be the Account Administrator?

**ANSWER:** Your institution can appoint any chosen person, most likely in the library, to be the Account Administrator. They will need to register with their own elected password and username.

**QUESTION:** How do I control access in the new system?

**ANSWER:** Once you have registered with your own chosen username and password, use the “Set Admin” button to become the Account Administrator. You will then be able to access the “IP/Domain Config” feature where you can add and delete IPs and domain names. You must stay within the Terms of Use when granting access to additional IPs and domain names. You can access the IP/Domain Configuration feature at any time by choosing “Customise Inst” from the Account Options menu.

**QUESTION:** What should I do first?

**ANSWER:** You should register your details. You can choose your own username and password. This will bring up a page saying “Registration Successful” and from here, choose “Set Admin”. Or you can contact Customer Services to set you up as an Account Administrator.

**QUESTION:** What is registration and why do I need to register?

**ANSWER:** For the Account Administrator, registration is compulsory in order to use the site. This process involves completing a form which lists your personal details allowing you to choose your own username and password. As the Account Administrator, you then will receive greater access to the site, to enable you to control access for your institution yourself, without the need to contact Customer Services.

**QUESTION:** What should I do after registration?

**ANSWER:** You need to activate your subscriber number/s to ensure your access to the administration pages. Activated subscriptions carried over from the previous version of Cambridge Journals Online do not need any further action. Please do not attempt to activate these. Only subscriber numbers that have not been activated before, or new numbers, need any action.

**QUESTION:** What is a subscriber number?

**ANSWER:** If your subscription originates from the UK, your subscriber number will be a 6 digit number used to identify you as a subscribing individual or institution. In North America, the subscriber number is an 8 or 9 digit number. It must be entered in order to activate online access to the subscriptions allocated to the number.
QUESTION: I don't know our subscriber number, how can I find out?
ANSWER: The subscriber number appears on the top left-hand corner of the mailing label of your journals. In North America, it is found below the bar code and just after the customer number. If you do not have any record of the number, please contact your subscriptions agent, if you purchase via an agent. If not, please contact Customer Services.

QUESTION: We receive our journals via an agency consolidation service. How do I discover my subscriber number/s?
ANSWER: Please contact the relevant agent for the details.

QUESTION: Can I include IP ranges?
ANSWER: Yes, only the Account Administrator has this right. You can include IP numbers and ranges. This can be done on the IP/Domain Configuration page accessed via “Customise Inst” under the Account Options menu.

QUESTION: How do I add/delete IPs/domains?
ANSWER: Under Account Options, select “Customise Inst” which will bring you to the Institution Profile page. Select “IP/Domain Configuration”. Here you can add a domain name, one IP address, or an IP range under Include. Press “Submit”. Additionally, you can exclude IPs or domains from within the included IP ranges or domains in the same manner.

QUESTION: Are we allowed to have more than one Account Administrator for our institution?
ANSWER: No. By electing one Account Administrator for the entire institution, you can ensure that access to all journals subscribed to is granted to all users. Should you choose to keep your subscription packages separate, you can appoint one (and only one) Account Administrator per subscription package (a subscription package is a group of subscription numbers). If you need to alter the details of your Account Administrator, please visit the Change Administrator page. Under Account Option, select “Customise Inst” and at the Institution Profile page, select “Change Account Administrator”. Please note that you will need the password of the previous Account Administrator before you can give in your new username and password.

QUESTION: I have activated the subscriber number/s but there are still some of our titles missing, why is this?
ANSWER: Institutions can have more than one subscriber number. The subscriptions to your missing journals may be held under a different subscriber number. Please contact your agent or Customer Services for further help.

QUESTION: The subscriber number/s has/have been activated, yet full text access is still denied, why?
ANSWER: Check that you have entered the number correctly. If the problem persists, please contact Customer Services for further help.

QUESTION: Do I need to go through the activation process for every title that we subscribe to?
ANSWER: No, you only need to activate a subscriber number once in order for online access to be granted for all of the titles held under it. Once a subscriber number has been activated you will not need to enter it again. Remember, you will need to activate each subscription number you have.
QUESTION: What happens if we stop subscribing to a title, will we lose access completely?

ANSWER: You will still be able to access back volumes, you will just not be able to access the new volume.

QUESTION: I have activated our account but some people still cannot gain access, why?

ANSWER: Please ensure that all of the IP/domains for your institution have been entered correctly on the IP/Domain Configuration page. This is found in the Institution Profile, accessed via “Customise Inst” under the “Account Options” menu. If the problem persists, please contact Customer Services.

QUESTION: Our institution has a number of distance learners. How do they get access to Cambridge Journals Online?

ANSWER: Please ask the people to dial in to your library for access as they would normally. As long as the user contacts CJO from a domain name or IP address within your activated IPs/domains, they will be able to receive access. Remember to stay within the Terms of Use when granting access to outside users.

QUESTION: What do I do if I forget my password?

ANSWER: Visit the Forgotten Password page where you can arrange either to be e-mailed your password reminder, or have a temporary password e-mailed to you. You must have supplied your correct e-mail address for us to be able to contact you.

QUESTION: What do I do if I forget my username?

ANSWER: Visit the Forgotten Password page where you can arrange to be emailed your username and either a password reminder or a temporary password. You must have supplied your correct e-mail address for us to be able to contact you.

INSTITUTIONAL USERS

QUESTION: What is registration and why do I need to register?

ANSWER: This process involves completing a form which lists your personal details and requires you to create your own username and password. This will allow you to make use of the personalisation features which include saving links directly to articles, receiving email alerts to new content and saving your searches. Registration is not compulsory in order to use the site. Your personalisation choices can be changed at any time and will be saved at “My CJO Homepage”.

QUESTION: My institution subscribes to a number of journals, what do I need to do in order to be able to read an article?

ANSWER: Choose one of the options in the “Browse Journals” menu, select the journal of your choice and access through to full text should automatically be available. Register to take advantage of the personalisation features available. If you experience any difficulties, see your Account Administrator, normally the serials librarian, the electronic resource manager, or a position similar to this.

QUESTION: I know my library gets Journal X, why can’t I get online access?

ANSWER: If you are having trouble accessing a journal, see your Account Administrator, normally the serials librarian, the electronic resource manager or a position similar to this.
QUESTION: I receive a free subscription to a journal as part of my society membership. Am I automatically entitled to full text access to the journal?

ANSWER: No, currently only a few societies offer online access as part of a member rate subscription. If you have any queries please contact your society.

PURCHASING JOURNALS ONLINE

QUESTION: How do I purchase a subscription online?

ANSWER: In order to purchase a subscription online you need to have registered with us. Please log-in if you have already registered, or visit the Registration page if not. Please note: only the designated Account Administrator should purchase a subscription on behalf of an institution.

Click the Subscribe button next to the journal title on the Alphabetical Listing page, or under the cover image on the journal’s home page. If more than one subscription rate is available for the title selected, you will be asked to choose the appropriate rate. You will be taken through to your Shopping Basket. Please check the details carefully and click the Check-out button once you are happy with the order.

If you are purchasing on behalf of an institution but have not already set yourself up as the Account Administrator, you will be asked if you want to create an institution. (Please do not attempt to assign yourself as the Account Administrator if you have not been selected for the role by your institution. If you have reached this stage but are not the Account Administrator, there is a facility that enables you to email a purchase request to the relevant person). You will be asked to confirm your name and the institution’s address details.

Once this is done the rest of the process is straightforward. Confirm that the item(s) appearing in the Checkout are correct and enter your credit card details. Please note: once you have clicked the Proceed button the transaction cannot be cancelled and your credit card will be charged. Once the transaction has been confirmed, your receipt will appear along with a link to your purchased journal. Please print off a copy of the receipt for your records.

IF PURCHASING A SUBSCRIPTION ON A PUBLIC MACHINE PLEASE ENSURE THAT YOU QUIT THE BROWSER ONCE YOU HAVE FINISHED YOUR SESSION.

QUESTION: I am accessing from institution X but the system is recognising me as belonging to institution Y. Why is this happening?

ANSWER: There could be confusion regarding the domain name or IP range that you are accessing from. Please visit the Diagnostics page, detail the problem you are experiencing and send it to the appropriate Customer Services Department, who will respond to your query as soon as possible.

QUESTION: When trying to purchase a subscription I am asked to create an institution. Why?

ANSWER: If you have not registered and logged in to the site before attempting to purchase a subscription, you will be asked to create an institution to confirm the address and access details. We require the information for the credit card transaction and delivery address. It also enables us to contact the relevant person should a query arise. The Account Administrator is the only person who should purchase on behalf of an institution.
**Question:** Why are most online journals available at the institutional subscription rate only?

**Answer:** We are currently trialling online access for individual subscribers, and the policy will be under continual review. Currently only a small selection of journals is available at an individual rate.

Please remember that single articles are now available for purchase on a pay-per-view basis.

**Question:** How do I purchase an article online?

**Answer:** The process is similar to subscription purchases, the main difference being that you do not click on the Subscribe button. Instead, go to the table of contents for the journal issue. Below each article is a link that reads add to Basket. Simply click on the link and the item will appear in your Shopping Basket. If you wish to purchase additional items click on the back button and select. When you have completed your selection, click on the Check-out button.

You will then be asked to confirm your name and address details for tax calculation purposes. A summary of items selected will appear. If you have forgotten to add an item, click the Return to Basket button, add the item, and then click Proceed. Fill in all the details on the Payment Details page. All fields are mandatory and please do not leave any gaps between the digits of your credit card number. *Please note: once you have clicked the Proceed button the transaction cannot be cancelled and your credit card will be charged.*

Your receipt will appear listing each item and its accompanying charge and a link to the article will also appear. Simply click on the link to download. Please print off a copy of the receipt for your records.

**IF PURCHASING AN ARTICLE ON A PUBLIC MACHINE PLEASE ENSURE THAT YOU QUIT THE BROWSER ONCE YOU HAVE FINISHED YOUR SESSION.**

**Question:** How long do I have to view an article once purchased?

**Answer:** Articles are available to download for 48 hours after purchasing.

**Question:** When does viewing begin?

**Answer:** The article will be available for download immediately after purchase. A link will appear on your Receipt and CJO Homepage.

**Question:** Can I save or print the article?

**Answer:** You are entitled to print off one copy of the article for your own use. The PDF file may also be saved to disk for future use.

**Question:** What happens if I am unable to download the PDF file in the allotted time?

**Answer:** If you experience difficulty downloading a file please contact the appropriate Customer Services Department immediately.

If you are based in North America, Canada or Mexico: Tel: 845-353-7500 Fax: 845-353-4141 Email: journals_subscriptions@cup.org

Elsewhere: Tel: +44 (0)1223 326070 Fax: +44 (0)1223 325150 Email: journals_subscriptions@cambridge.org
QUESTION: I have purchased an individual and institutional rate subscription and two Checkout buttons have appeared, why?

ANSWER: The items will be split into two separate checkouts to prevent you having to begin the transaction again if an error is made. It also enables you to be charged/invoiced separately if necessary. Also, because the process of purchasing on behalf of an institution is a little more involved, splitting the two procedures make them easier to follow.

QUESTION: Is there a maximum number of items I can purchase in one transaction?

ANSWER: There is currently a limit of 19 items.

QUESTION: Can I pay in Euros?

ANSWER: Currently, payment cannot be made in Euros. We accept payment in US dollars or pounds sterling.

QUESTION: Can I pay in my own currency?

ANSWER: If you reside in North America, Canada or Mexico you will be charged in US dollars. If you reside elsewhere, the charge will be made in pounds sterling.

QUESTION: I live in Europe but would like the journal issues to be sent to an address in North America, is this possible?

ANSWER: Yes, but because the delivery address is in North America you will be charged in US dollars rather than pounds sterling. If you reside in North America but would like the issues shipped elsewhere you will be charged in pounds sterling.
Cambridge offers a range of standard packages of journals for electronic access across a single institution or group of institutions. We can also tailor packages to suit particular requirements.

The Cambridge standard packages

We offer three standard packages of electronic journals for site licenses and consortium sales.

➤ The Full package: 177 titles
➤ The Humanities and Social Sciences package: 105 titles
➤ The Science, Technology and Medicine package: 79 titles
➤ The Medical package: 34 titles

Access to back volumes

Purchase of a package (or of individual journals) for 2004 entitles you to free access to all existing back volumes.

The Cambridge license

Our standard license is based on the industry standards. It includes the following features:

➤ ‘Authorised Users’ include researchers working at home (either dialling in remotely or via IP address) and authorised ‘walk-in’ users.
➤ Cambridge will provide continuing access to material that was published and paid for during the period of the license, either from the Cambridge Server, or by supplying the appropriate electronic files to the Consortium, whichever suits.
➤ Usage reports are available whenever you want them. You access the reports yourself via the user name and password protected administrator page for your organisation and either print off or download the reports in the format you want – excel, csv, tab delimited – at whatever frequency you want.
➤ Cambridge allows electronic files to be used to generate paper copies for Interlibrary loan.
➤ Cambridge allows use in electronic course packs and Electronic Reserve collections.
➤ Fair use – teachers can print and distribute copies of single articles to their class of students.

A full draft license is available on request.

Access methods and authentication

Access may be through your normal interface if that is Swets Wise Online Content, OCLC ECO or Ebsco Online, or direct through Cambridge Journals Online at
www.journals.cambridge.org. You may also link directly from your OPAC. URLs for our journals are given at the back of this manual.

Access authentication is normally by IP address. However, other methods are also available, particularly for dealing with remote users.

Pricing

In line with our status of a not-for-profit organisation, Cambridge journals are reasonably priced. Our commitment to moderate journal prices is reflected in the reduction by a third in the price of *Composito Mathematica* since we took it over from a commercial publisher, and the launching of our SPARC-endorsed journal, *Theory and Practice of Logic Programming* which is 60% cheaper for libraries than its competitor.

Costs depend on the size of the institution(s) – generally expressed in terms of FTEs, number of physical sites, and type of institution – corporate, academic, lower tertiary, school, and level of current holdings. Various discounts are applied to the list package price according to total number of sites, package wanted, the size of institutions and their current holdings giving a resulting license price. We can also price for specific titles and cross access for existing holdings.

Free trials

Free trials are available if you would like to sample journals included in the package before you decide to purchase.

Subscription agents

Purchase of online packages and online licensing can be arranged through your normal subscription agent.

Ordering

An online order form is available on Cambridge Journals Online (www.cambridge.org) on the Contact Us page. You can either complete it and wait to hear back from us, or contact us directly to discuss your requirements.

Contact Consortia & Site License Sales at the relevant office:

- USA, Canada and Mexico: c/o Andrea Cernichiari, 212 337 5022, journals_sales@cup.org
- Everywhere else: c/o Lesley Boyle, +44 (0)1223 325335, journals_sales@cambridge.org
Each journal has a 3-character code, listed below. To create a link to the journal homepage, add the code to the following URL: www.journals.cambridge.org/jid_

**For example:** for Abstracts of Working Papers in Economics use:
www.journals.cambridge.org/jid_PYE

### Linking to Journal Homepages

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