1.00 **Account Administrators**

Every organisation that subscribes to Cambridge Journals Online must appoint an Account Administrator.

The Account Administrator:
- Purchases subscriptions on behalf of their organisation
- Activates and manages user access to the full text of journals
- Customises the screens that library users will see
- Monitors 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. There can only be one Account Administrator for each organisation.

2.00 **Registration**

1. To register as your organisation’s Account Administrator, go to the Cambridge Journals Online homepage at [www.journals.cambridge.org](http://www.journals.cambridge.org) and click on ‘Register now’.

2. This will take you to the Registration page. Enter your details into the appropriate fields, making sure that you complete the required fields that are marked with an asterisk (*).

You will need to enter your organisation’s name, then click the ‘I want to be the administrator for my organisation’ checkbox.

**Note:** once you have selected your country from the drop-down ‘Country’ menu, the page will automatically reload to display the appropriate information in the ‘County / State / Province’ drop-down menu.
3. You will need to provide a username and password. The username and password both need to have a minimum of four and a maximum of twenty-four characters. They can be a combination of letters and numbers and are case-sensitive. Make sure you complete all the required fields, marked with an asterisk (*).

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

If you forget your username and/or password, we can email you the reminder. (See 2.1 Forgotten password.)

**Note:** You can also choose to receive regular updates about Cambridge Journals Online and Cambridge publishing in general.

4. When you have filled in the required fields and have read, agreed to and ticked the 'Terms of Use' checkbox, click 'Submit' at the bottom of the page. You will then see a 'Registration successful' page.

**Note:** if you don’t fill in all the required fields, or if some of the information you enter already exists on the system, you will be asked to amend the relevant fields. If this happens, you will also need to re-confirm your password.

5. If you checked the 'I want to be the administrator for my organisation' checkbox, you will now be asked to enter your organisation’s IP ranges in the field provided. This is an added security measure to ensure that only authorised members of staff can set themselves up as Account Administrators. See 3.0.1: Configuring IP addresses for more information about IP addresses and ranges.

From now on, make sure that you always log in when you use Cambridge Journals Online. If you don’t log in, you will not have access to all the tools you need as Account Administrator. You can always see if you are logged in by looking at the 'Log in' box that appears at the top left-hand side of every page within the site. If you are not logged in it will say: ‘Register now. Guest’. If you are logged in, your name will appear under ‘Logged in’ and you will be able to see the Account Administrator’s menu beneath it.
2.01 Forgotten Password

If you forget your password, click on ‘Forgot your password?’ on the Cambridge Journals Online homepage or in the ‘Log in’ box that appears at the top left of every page. This will bring up a new page.

Enter your email address in the ‘Email’ input field. You can then choose between two options.

1. Either we can email you the prompt you gave us when you completed the registration page to remind you of your password.

2. Or we can send you an email containing your username and a temporary password. This temporary password can be used to log in to your account. You will then be able to access the ‘Update registration details’ page and change the temporary password to a new one of your choosing.

Note: user names and passwords on Cambridge Journals Online are case-sensitive.

3.00 Account Options for Administrators

Cambridge Journals Online gives you a number of tools for managing access to your journal subscriptions. Once you are logged in, the Account Administrator’s menu will appear automatically on the left-hand side of the page.
Account Administrators

3.01 Configuring IP addresses

Cambridge Journals Online uses IP addresses to identify the computers on your network that can access the journals to which you subscribe.

3.01.1 What are IP addresses?

IP addresses are made up of four numeric components separated by a full stop (period). Each numeric component ranges from 0 to 255. You can express an IP range by using a hyphen (-) and you can use a wildcard within a range by using an asterisk (*)

Examples of valid IP address formats (note the numbers are used as examples only):

- 121.18.19.20 = a single IP address
- 121.18.19.* = all IP addresses beginning 121.18
- 121.18.0-255 = a range of IP addresses from 121.18.0 to 121.18.255 inclusive (i.e. the same as the example above)
- 121.18.* = all IP addresses beginning 121.18
- 121.18.0-255. = all IP addresses in the range 121.18.0-255 (i.e. all addresses beginning 121.18)
- 121.* = all IP addresses beginning 121
- 121.0-255.0-255.0-255 = all IP addresses beginning 121

Note: In a previous version of Cambridge Journals Online organisations were able to manage their access rights using domain names as well as IP addresses. To simplify access management, this is no longer the case for new organisations registering with us. If you previously supplied us with domain names, please replace these with IP addresses.

3.01.2 Configure your IP addresses

To configure your organisation’s IP address, click on ‘Configure IP address’ in the Account Administrator’s menu. This will take you to a page that allows you to control your users’ access to the full text of journals. If your organisation already subscribes to Cambridge Journals Online this page will display your existing IP addresses.

3.01.3 Adding an IP address or range

If you want to add a single IP address or range, enter it into the first text box and click ‘Update’ at the bottom of the page.

3.01.4 Adding multiple IP addresses or ranges

If you want to add more than one IP address or range, use the second, larger text box and enter the IP addresses or ranges with a comma (,) between them. Click ‘Update’ to make the changes.
3.01.5 Deleting IP addresses or ranges

All of your existing IP addresses or ranges are displayed on the page. If you wish to delete any of these, check the 'Delete' checkbox that appears next to it/them and click 'Update'.

3.01.6 Excluding IP addresses or ranges

If your organisation does not use a complete range of consecutive IP addresses, you can either enter multiple ranges (see 1.2.01.4 above) or you can exclude an address or range that does not belong to you. If you wish to exclude any IP addresses from within ranges, check the 'Exclude' checkbox and click 'Update'. You can also enter any IP addresses you wish to exclude in the first textbox, tick the 'Exclude' check box next to it and click 'Update'.

3.02 Activate organisational subscriptions

If you buy your subscriptions directly through Cambridge Journals Online, your subscription will be activated for you and there is no need for you to take any further action.

However, if you have purchased a subscription in any other way (through a subscription agent, for example, or by mailing a cheque to Cambridge University Press) you will have to activate your subscription in order to get online access to the full text of articles.

1. To do this, click on ‘Activate subscriptions’ in the Account Administrator’s menu.

2. Enter your subscriber number into the 'Subscriber Number' box, then click 'Activate'.

3. To activate multiple subscription numbers, enter all your subscriber numbers, separated by a comma, into the second textbox then click ‘Activate multiple’.

3.02.1 What are subscriber numbers?

When you purchase a journal subscription, Cambridge Journals Customer Services will send you your subscriber number. If you have supplied your email address when purchasing the subscription your subscriber number will be emailed to you. If we do not have your email address, your subscriber number will be mailed to you. Your subscriber number can also be found in the mailing package your print subscription arrives in. For journals despatched from North America, you will see the subscriber number on the mailing sheet below the bar code, just after the customer number. For journals despatched from the UK, the subscriber number appears on the mailing sheet just below the journal’s title.
3.02.2 View your subscription details

'Subscription details' appears in the Account Administrator’s menu and lists all your organisation’s activated subscriptions to Cambridge journals. Beneath the title of each journal listed, it displays details of the most recent volume your organisation has access to.

3.03 View remote user access details

This feature allows you to set up and manage remote user access to your organisational subscriptions. A remote user is a member of your organisation who needs access to journal subscriptions from a computer outside your designated IP range.

Click on ‘Remote user access’ in the Account Administrator’s menu.

If you have already set up remote access for some of your users, the details will be displayed on this page.

3.03.1 Create new remote user

1. To create a new remote user, click the ‘New remote user’ button at the top of the ‘Remote User Access’ page.

2. You will be sent to a new page to enter the name,
Account Administrators

country, username and password of the new user.

3. The ‘Activation Date’ is when the user will have access to the organisation’s subscriptions. It
defaults to today’s date (ie the date you create the record) but you can change it if you want to
defer their access until a later date.

4. The ‘Expiration date’ is an optional field you can use if you want to limit the user’s access to a
specific time frame.

5. Make sure all the required fields have been completed then click ‘Save’ at the bottom of the
page. You will be taken back to the ‘Remote user access’ page that will now display details of
the new remote user.

3.03.2 Managing your list of remote users

To change any information
about an existing remote user,
or to delete, de-activate or re-
activate them, click on their
name where it appears in the
'Name' column.

This will take you back to the
user’s details page. Edit the
relevant input field(s) and
update the existing data. Make
sure all the required fields have
been completed then click the
'Update' button at the bottom
of the page.

3.03.3 Sorting the remote user list

The list of remote users defaults to being ordered by ‘Remote User ID’, in ascending order. You can
change how the list is displayed by choosing a different ‘Sort by’ option from the drop-down menu:
Remote User ID, Last Name, First Name, Expiration Date, Activated.

You can also control how many results appear per page. The default is 10 results per page. You can
change this by using the ‘Results per page’ drop-down menu.

You can jump to a specific page in the list by using the ‘Go to page’ menu or you can use the ‘first’,
‘previous’, ‘next’ and ‘last’ links to navigate the list.
3.04 Usage statistics
Cambridge Journals Online allows Account Administrators to run instant usage reports that measure the number of downloads we have recorded by journal and by organisation.

Click on ‘Usage statistics’ in the Account Administrator’s menu. This will take you to a new page, where can choose which kind of reports you want to run from the right-hand ‘Organisation Reports’ menu: Usage statistics, popular papers, COUNTER report 2, search statistics and popular searches.

3.04.1 Usage statistics report
This report shows the number of times different types of content have been downloaded: abstracts, tables of contents, full-text articles (broken down into those accessed as HTML or PDF) and journal homepages.

1. Click on ‘Usage statistics’ in the right-hand menu.
2. In the middle of the screen you will find a number of selection criteria for running your reports. Use the ‘Start period’ and ‘End period’ drop-down menus to specify which period you want the report to cover.
3. The ‘Journal’ menu allows you to report on either an individual journal or on all journals. Note: if you choose to run the report for all journals you can either have the results amalgamated or broken out so that you can see the usage for each journal.
4. You can then choose to either view your report on screen or have it exported to an Excel spreadsheet by clicking on the ‘Screen’ or ‘Excel’ radio button. You will be given the opportunity to either open the document or to save it to your hard drive.
5. Finally, click ‘Run report’. The report you see on-screen looks like this:
If you chose to export the report to Excel, it will look like this:

3.04.2 Popular papers report

This report will tell you which papers from a particular journal or from your collection as a whole are being accessed most frequently.

1. Click on 'Popular papers' in the 'Organisation reports' menu then fill in your selection criteria (see 3:04: Usage statistics above) and click 'Run report.'

2. The on-screen report will look like this:
3.04.3 COUNTER report 2

COUNTER stands for Counting Online Usage of Networked Electronic Resources. It is a not-for-profit organisation supported by librarians, publishers and their professional organisations to promote the use of credible and consistent usage data by online content providers. Cambridge Journals complies with COUNTER Release 2. The COUNTER2 report shows the number of successful requests for full-text articles by journal and by month. The report is available in two versions: version 1 and version 1a.

1. Click on ‘COUNTER report 2’ in the ‘Organisation Reports’ menu.

2. Choose the year you want the report to cover and which version of the report you would like to see. Version 1 separates out the number of downloads per month and per journal into HTML and PDF and displays them in adjacent columns. Version 1a displays the numbers of HTML and PDF downloads in adjacent rows. 

Note: these reports are only available in Excel.
Account Administrators

Version 1 of the report looks like this:

Version 1a looks like this:

3.04.4 Search Statistics

This report allows you to see how many searches have been carried out on Cambridge Journals Online by your library users.
1. Click on Search Statistics in the ‘Organisation Reports’ menu.
2. Choose the start and end dates of the report using the drop-down menus.
3. Choose whether to run the report on screen or download it to Excel.
4. Click the ‘Run report’ button.
The on-screen report looks like this:

The Excel report looks like this:

3.04.5 Popular Searches
The Popular Searches report shows which are the most popular search terms amongst your library users.
1. Click on Popular Searches in the ‘Organisation Reports’ menu.
2. Choose your start and end dates using the drop-down menus.
3. Choose whether you want to see the top 10, 25 or 50 searches, using the drop-down menu.
4. Decide whether you want to view the report on-screen or download it to Excel.
5. Click the ‘Run Report’ button.

The on-screen report looks like this:

The Excel report looks like this:

3.05 OpenURL resolver

This feature allows Account Administrators to provide the URL of their local OpenURL resolver. This will help your users follow up citations to articles you hold in your collection. When a user clicks on the ‘Open URL query data’ link in a Cambridge full-text HTML article (see Reference Linking), they will see both a search string that complies with the OpenURL standard and a link to your resolver. This
Account Administrators

makes it very easy for them simply to copy and paste the search string directly into your resolver.

To set this up, go to the OpenURL resolver page in the Account Administrator’s menu. If you have previously provided a URL it will be displayed as the ‘Current URL resolver’. To change it, or to provide the information for the first time, enter the URL into the ‘New URL resolver’ box, then click 'Update'.

3.06 Update organisation details

This tool allows Account Administrators to change any of their organisation’s details on Cambridge Journals Online, including any messages they may want their users to see. Click on ‘Update organisation details’ in the Account Administrator’s menu. You will see a number of fields already filled in with details you supplied when you registered.

1. Type: click on the drop-down menu to select the description that matches your organisation. This information makes it easier for us to tailor our service to meet your needs.

2. Athens ID: enter your Athens ID here. (Note: if you have not already done so, you will need to contact Customer Services with your Athens ID to set up Athens access for your users. See Help on Athens for more information.)

3. Organisation Name: the name of your organisation.

4. Display Name: how your organisation’s name will appear to your users when they access Cambridge Journals Online.

5. Display Message: use this text box to add (or edit) a message that your users will see at the top of each page of Cambridge Journals Online. For example, this could be who to contact if they have a query. You can use up to 150 characters.
Account Administrators

This will be displayed on the pages your users see, as follows:

6. Address details: this is the address we will use if we need to contact you, so it is important that this is correct.

Once you have made your changes, click ‘Update’ at the bottom of the page.

3.07 Expiry alerts
This feature sends you emails telling you when a journal subscription is about to expire.

1. Click on ‘Expiry alerts’ in the Account Administrator’s menu. This will take you to a page listing all your organisation’s journal subscriptions.

2. Each journal has a subscription number next to it. Clicking on the subscription number for the journal you are interested in takes you to a new page.

3. To set up an email alert that will arrive before the subscription expires, check the ‘Alert me prior to expiry’ box. You can then choose how long before the expiry date you want to receive the alert by checking the appropriate box: 7 days, 14 days or 28 days.

4. You can also choose to receive an alert after the subscription has expired as well as – or instead of – receiving alerts prior to the expiry date. To do this, check the ‘Receive alerts after expiry’ box.

5. You can then choose who will receive the email alerts. The email address you have registered with us will automatically appear in the first ‘Email Address’ box. If you want to change that,
Account Administrators

just type in the email address you want it to be sent to instead. If you want the alerts to be sent to some of your colleagues as well, you can enter their email addresses in the ‘Copy to Email Address’ text box, separated by a comma.

6. When you have set up the expiry alert, click ‘Update’ at the bottom of the page.

3.08 Change administrator

This feature allows you to transfer the role of Account Administrator to another registered user in your organisation. To do this you will need to know the Cambridge Journals Online username and password of the new user. Click on ‘Change administrator’ in the Account Administrator’s menu. This will take you to a new page.

1. To change administrator, enter the current administrator’s password into the corresponding input field.

2. Then enter the username and password of the new administrator into their corresponding input fields, confirming the password. Click ‘Update’ at the bottom of the page.

Note: once updated, the Account Administrator’s functions are transferred to the new administrator with immediate effect. The previous administrator will no longer have access to the Account Administrator tools.

3.09 Update organisation logo

Click on ‘Update Organisation logo’ in the Account Administrator’s menu. This page allows you to customise the pages your users will see by adding your logo or other image.

Note: if your image is to be displayed correctly, it must be be no larger than 85 x 35 pixels.

1. Use the ‘Browse’ button to locate the image on your own computer (or network).

2. When you have found it, click on it to select it, then click ‘Upload logo’ to upload it.
3. Finally, click your browser’s ‘Refresh’ button or the F5 key.

4. The image will then appear on all the Cambridge Journals Online web pages that are visible to you and your users.

3.10 Print issue claim form

This form allows you to make a claim for missing print issues of journals. Click on ‘Print issue claim form’ in the Account Administrator’s menu.

If you have not received a print issue of a particular journal you will need to claim either when the next issue arrives or before six months have elapsed, whichever is the sooner.

To make your claim, you will need to complete all the fields.

1. Subscriber number: when you purchase a subscription, either direct from Cambridge or via a subscription agent, you will be sent your subscription number by email if we have your email address, if not, by post.

   If you are receiving print versions of the journal, the subscriber number appears on the mailing sheet you get in the journal package. If your journal has been despatched from the UK, you will find the number just above your address. If your journal has been despatched from North America, you will find the number just below the barcode and just after the customer number. If you do not have any record of the number and you purchased the subscription via an agent, please contact the agent in the first instance.

2. Purchase order ref: this is the reference you supplied when you placed the order. If you bought your subscription using the Cambridge Journals Online shopping basket, please quote your Order ID in this field. Your Order ID appears on the online receipt you received at the time of purchase.
3. You will then need to complete the rest of the fields asking for details of the missing journal issue, the date payment for the subscription cleared your account or credit card, the method of payment used and the total amount paid. In this last field, please show which currency you paid in using the dollar, sterling or euro symbol as appropriate. In the ‘Other details/contact information’ field, please give us your name and both your postal address and email address. Finally, using the drop-down menu, tell us your location.

4. When you have completed all the fields, click ‘Submit’. Your claim will be checked by our Customer Services team who will contact you at the address provided.

### 4.00 Buying organisational subscriptions online

To buy an organisational subscription online, you will need to be logged in as the Account Administrator. Go to the homepage of the journal you are interested in purchasing. At the bottom of the page you will see a list of the available subscription types and prices for that journal. Choose the one you want and click on the ‘Subscribe’ link next to it.

### 4.01 Shopping basket – organisational subscriptions

This will open your organisational shopping basket, showing the subscription you have just selected. To delete items from your shopping basket, click the checkbox that appears next to the item in the ‘Delete’ column, then click the ‘Delete item’ button at the bottom of the basket. The page will be reloaded and your item removed from the basket.

To change the quantity of a subscription in your basket, update the number that appears in the ‘Quantity’ box next to the item concerned and click the ‘Update basket’ button at the bottom of the basket. The page will be reloaded.
If you want to continue shopping for more items before checking out, click the 'Continue shopping' button and you will be taken out of the basket back to the page you came from. The items you already have in the basket will be saved until you return to complete the transaction.

Once you are satisfied with the items in your shopping basket click the 'Next' button.

4.02 Shopping basket – confirm name and address

This page displays the information we hold for the Account Administrator. We will use this information to process the order (including shipping any print copies to the address shown) unless you change it now.

If the information is still correct, and you want us to use those contact details to process your order click 'Next' at the bottom of the page.

If the information needs updating, make the necessary changes in the relevant input fields, then click the 'Tick this box to make changes permanent to your registration details' box before clicking 'Next'.

If the information remains correct but you want to use different contact details to process your order (for example, if you want print copies shipped to a different address), make the necessary changes in the input fields but leave blank the 'Tick this box to make changes permanent to your registration details' box.

4.03 Shopping basket – confirm basket

This page displays the total cost of the items in your basket, including the tax you will be charged for online and print items. (Tax for online items is charged at the rate applicable in the country you are ordering from. For print items, the tax will be charged at the rate applicable in the country we are despatching the order to.) When you are happy to proceed, click the 'Next' button.
4.04 Shopping basket – payment details
You will now need to enter your credit card details into the appropriate boxes. The email address displayed in the 'Confirmation email address' box is taken from the details you gave us when you confirmed your name and address. If you would like us to email your confirmation to a different address, you can change it at this point. When you are ready, click 'Confirm Order'.

4.05 Shopping basket – confirm payment
Once your payment has been confirmed, an online receipt will be displayed. You can print this receipt by clicking the 'Print receipt' button. (You will also automatically receive confirmation of your purchase by email.)

The subscriptions that you have purchased will be displayed below the receipt, with links directly to the journal home page from where you will be able to access the full-text articles. Alternatively, you can click 'Done' at this point which will take you back to the Cambridge Journals Online homepage. You will now be able to view all your subscriptions by using the 'Subscribed to' link in the 'Browse Journals' menu.

You can print the online receipt by clicking the 'Print receipt' button. This will open a new window which you can print by clicking 'Print' at the top right of the page. (You will also automatically receive confirmation of your purchase by email.)
4.06 Shopping basket – organisational and individual

If you wish to buy an item other than an organisational subscription (such as an individual subscription or a pay-per-view article), these items will appear in your shopping basket under the heading ‘Shopping basket – Individual’. Any items you wish to purchase for your organisation will appear below, under the heading ‘Shopping basket – Organisation’.

If you are buying a combination of individual and organisational items, you will see both baskets on the same page. However, you will need to check out of each basket separately.

5.0 Athens

Athens is an independent service that allows its users to have access to a large number of online services - including Cambridge Journals Online - through a single username and password. It also allows users to have remote access to organisational subscriptions when they are away from their campus. Now owned by Eduserv, a registered UK charity, Athens was originally developed in 1994 at the University of Bath. For more information about Athens, go to http://www.athensams.net.

If you would like your users to have access to this facility, you will need to register with Athens and then give your Athens ID to Cambridge Customer Services.

Users who have an Athens username and password can then access their organisational subscriptions on Cambridge Journals Online by using the ‘Athens log in’ that appears on the homepage and in the ‘Welcome’ panel at the top left of every page throughout the site. If users log in from a journal’s homepage, they will be returned to that page once their username and password have been authenticated.