

International Network for the Availability of Scientific Publications

60 St Aldates, Oxford, OX1 1ST • Tel: +44 (0)1865 249909 • Fax: +44 (0)1865 251060 • Web:
www.inasp.info

To: Country coordinators and institutional representatives
From: Anne Powell
Subject: Help with Access for Users
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Downloading a paper

Please note that this process is slightly different for every resource, but the steps should be similar.

Select your resource

- You can find this by following links from <http://www.inasp.info/file/186/publishers-working-with-inasp.html> or from your library's web site

Open the url

- Click on the url, you should see a welcome screen
- If not, read the section on Barriers below

Search

- You can usually either browse journals for articles or conduct a specific search

Download

- You may get the option to download a file in pdf or html or save it to your disk
- Select your option by clicking the link
- You can then open and print your article
- If this does not happen, read the section on Barriers below

Barriers

Url does not open

- Read the error message and if necessary adjust your browser or return to the site later
- Strip the link to the first logical point and try again e.g if <http://www.inasp.info/file/186/publishers-working-with-inasp.html> does not open, try <http://www.inasp.info>

Welcome page does not open

- Check if your institution is registered
 - Go to <http://peri.inasp.info/peri/peri.pl>, select your country, resource and institution and see if your institution is registered.
 - If not, ask the librarian to register immediately
 - If your institution is registered, ask the librarian to contact the publisher to see what the problem is
 - Find the publisher's contact details by following the links on the publisher's page linking from <http://www.inasp.info/file/186/publishers-working-with-inasp.html>
 - Email them, including your institution's full name and country, the url you have reached and any error message you have seen on the screen

You are asked for a username and password

- Ideally, your institution will have registered with a fixed IP address. If not you will be asked for a username and password
- Obtain these from the librarian
 - If the librarian does not have this and is not registered, asked him/her to register at <http://peri.inasp.info/peri/peri.pl>, selecting your country, resource and institution
 - If the institution is already registered, ask the librarian to contact the publisher to get the username and password.
 - Find the publisher's contact details by following the links on the publisher's page linking from <http://www.inasp.info/file/186/publishers-working-with-inasp.html>
 - Email them, including your institution's full name and country and any other registration details you have
- Type in the username and password exactly as provided by the publisher to the librarian.

Username and password does not work

- Individuals have changed the password. All resources offer the option to change the password but this should not be used in institutions where the password is shared by many users.
- Case sensitive passwords are affected by having the CAPS LOCK on, or by typing mistakes or misreading lower case L for number one etc
- If re-typing the password does not work, ask the librarian to contact the publisher to get the username and password.
 - Find the publisher's contact details by following the links at <http://www.inasp.info/file/186/publishers-working-with-inasp.html>

Article does not download

- Check that you have Adobe Acrobat on your computer, if you are attempting to download a file in PDF

- If you do not have it, download it at
<http://www.adobe.com/products/acrobat/readstep2.html>
- Check that your computer settings do not block pop-ups and downloads
 - If necessary, contact your IT department

Other problems

- See [\[url to be included\]](#) for other frequently asked questions