# New Customer Welcome Toolkit

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Dear Site license customer,

Thank you for purchasing site license access through Nature Publishing Group. This welcome pack includes essential information on starting and managing your site license.

Nature Publishing Group (NPG) shares the same site license services with Palgrave Macmillan and Palgrave Connect, and all can be administered from a single administration account.

• Activation – a step-by-step guide to creating your Site License Administration Account
• Licenses – a guide to checking your licensed publications
• Usage statistics – tips on accessing & using your monthly usage reports
• Information for Librarians – the online resource for librarians and information managers at http://www.nature.com/libraries/index.html
• Contacts – details are found at the back of this packet

You should have already received a welcome email from the Customer Service team, which includes your License IDs for all new licensed publications. If you have not yet received this, or if you have any questions about managing your site license or any of the services we offer, please contact the Customer Service department by emailing:

UK/ ROW: institutions@nature.com
USA/ Latin America: institutions@us.nature.com
Asia Pacific: http://nature.asia/en-contact

We hope you and your users enjoy NPG site license access.

Best regards,

Nature Publishing Group
Customer Services
HOW TO ACTIVATE YOUR SITE LICENSE ADMINISTRATION ACCOUNT

ARE YOU A NEW CUSTOMER?
To activate your site license you must first create a Site License Administration Account.

To create the account you will need:
- Your license ID from your welcome email
- All of the IP ranges which apply to your institution

Follow the instructions below.

DO YOU ALREADY HAVE A SITE LICENSE ADMINISTRATION ACCOUNT?
If you already have a Site License Administration Account, Journals and Collections that have been added/ renewed will automatically be added, and you will be able to access them through your registered IP range (please make sure that your newest IP address is registered).

1. Go to the Nature Publishing Group Account Administration: http://www.nature.com/nams/svc/mysiteaccount
   Select: Register Now

2. Enter the License ID from your email and press confirm

3. You can now create your Site License Administration Account. Take the following 4 steps:
   A. ACCOUNT DETAILS
   Complete all of the details required – if you get an error message, the reason for the error will be indicated.
B. IP RANGES
Enter the IP ranges for your institution in to the boxes, and a description for your reference.

Click on ‘Add IP Range’ and these IP ranges will show under ‘Your Current IP Ranges’.

Add more IP ranges as necessary for your institution.

Press ‘continue’.

Please visit our Information for Librarians site for further information regarding IP addresses.
http://www.nature.com/libraries/account_administration/index.html

If you receive an error message there is a possibility that your IP address is already registered with a different account.

Please contact our Customer Service Team if your users have access problems.

**Email:**
North America/Canada/Latin America: institutions@us.nature.com
UK/EMEA/ROW: institutions@nature.com

C. E-ALERT
Select the boxes to sign up for Nature Publishing Group/ Palgrave Macmillan librarian alerts.

Press ‘continue’.
**D. CONFIRM DETAILS**

Please take a moment to check that your details are correct.

If you need to make any changes, please use ‘modify details’.

Press ‘continue’

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**WELCOME!**

**YOUR SITE LICENSE ADMINISTRATION ACCOUNT IS NOW COMPLETE!**

Login to your account to manage contact details, licensed material, IP ranges, usage statistics and E-alerts.

See the next tab ‘Licenses’ for information on your licensed content, for example archive material and to check renewal dates.

A confirmation email will be sent to the email address entered when registering for your account, with your username and password.

Please contact Customer Services if you have any difficulties in accessing your account.
MANAGING YOUR LICENSED CONTENT

Manage your site license from your Site License Administration Account. Here you can check new publications, review your renewal dates, amend your IP ranges, or check your usage statistics.

Go to Account Administration:
http://www.palgrave-journals.com/nams/svc/mysiteaccount

Select ‘Log In’

*If you have forgotten your username/password, please contact Customer Services

The ‘Licenses’ tab within your Site License Administration Account contains detailed information on all of the content that you have licensed.

All of your licensed publications are listed.

To access further detail, select the journal title/collection or use the drop-down list.

By selecting each publication, you can access 6 different types of details for each product you have licensed, including:

1. Subscription start and end dates
2. Whether content is activated by a site license or access fee
3. The amount of material licensed (by date and volume)
4. License ID number
5. Content type, for defining when post-cancellation rights apply
6. Glossary of terms

A glossary of terms is provided to explain your subscription type, content type and the associated rights with your licensed content.

*Content that is not activated is also listed and can be reactivated at any time by contacting your Sales Representative
Visit the URL below and select “this chart” to view a list of NPG archives available for purchase:

http://www.nature.com/libraries/site_licenses/licensed_content.html

Note: Content can depend on the contract of your site license access.

After clicking on “this chart”, you will be able to view the complete list of archives available for each NPG journal.
Usage Statistics

Nature Publishing Group (NPG) provides monthly reports that measure usage of NPG journals at your institution. The reports are uploaded monthly and the registered administrator of your site license account will be alerted by email when the latest data becomes available.

**USAGE REPORTS ENABLE YOU TO:**
- Build monthly and annual overviews of usage at your institution
- Measure usage of newer titles
- Make informed purchased decisions
- Compare statistics from different vendors and publishers
- Understand and predict user patterns at your institution

**ACCESSING YOUR USAGE REPORTS**

There are 2 ways in which you may access your usage reports.

1. Via your site license administration account on nature.com
   - Log in to your site license administrator account at [www.nature.com/libraries/admin](http://www.nature.com/libraries/admin)
   - Select the statistics tab and choose the relevant publisher you wish to view usage reports for. You will then be redirected to the MPS Insight website. (Usage statistics for NPG are provided by MPS Insight).
   - Enter your MPS Insight username and password. These details will have been emailed to your NPG site license administrator and are different to your site license administration account username and password.

2. Via the MPS INSIGHT portal
   - Please go to the URL below: [www.mpsinsight.com/npg](http://www.mpsinsight.com/npg)
   - Enter your MPS Insight username and password. This password is separate to your site license administration account username and password. The user name will be your registered email address.
Once successfully logged in to the MPS Insight website you will be directed to your account home page, where you should see your name in the top right hand corner.

- On this ‘home’ page you will be able to view your COUNTER reports, the current report status (which ones are live), and information on available SUSHI partners.

- To view all of your COUNTER and additional reports click on the ‘Usage Reports’ and then ‘Static reports’ link.

- You will then be redirected to the Usage Reports Page. Here all COUNTER compliant reports are available since 2008.
Usage Statistics

REPORTS AVAILABLE
At the top of the page is a drop-down menu where you can select the year of the report; e.g. 2014. The Journal Reports listed below include successful downloads for subscribed and non-subscribed journals.

1. COUNTER Reports
COUNTER (Counting Online Usage of Networked Electronic Resources) is an initiative formed by libraries and publishers to insure consistent usage in reporting. To learn more about COUNTER, please visit www.projectcounter.org

Journal Report 1
Full-Text Article Requests by Journal title, Platform and Month
Reports how many times full-text articles (i.e. HTML or PDF articles and not abstracts) were successfully delivered to users for each journal within a calendar month. A breakdown is given of PDF and HTML numbers.

Journal Report 1a
Number of successful Gold Open Access full-text article requests by month and journal
Reports how many times users were able to successfully view Gold Open Access journals.

Journal Report 2
Number of access denied to full-text articles by month, journal and category
Reports the number of times users are not able to access content for each journal per month and category.

Journal Report 3
Number of Successful Item Requests by Month, Journal and Page Type
Reports how many times the different page types were successfully delivered to users for each journal within a calendar month. Page Types are broken down into: Table of Contents, Abstracts, Full Text PDF, Full Text HTML, and Full Text Total.

Journal Report 4
Total Searches Run by Month
Reports how many internal site searches were made by users for each collection within a calendar month, including saved searches, modified searches, and searches with zero results.

Journal Report 5
Number of Successful Full-Text Article Requests by Journal Title and Year of Publication
This report enables customers to distinguish usage of separately acquired archives from the total usage reported in Journal Report 1.

2. Additional Reports
These are a series of additional reports, not required by COUNTER, but made available to help with usage analysis.

ALL usage Report
Year-to-date summary of customer usage for both subscribed and unsubscribed journals.

IP address Report
This report contains full-text article content for all Nature Publishing Group journals. The report does not specify whether your institution has site license access to journals from which articles are viewed. For data pre-2009, reports measure successful Page Views by month and year for each IP address.

Full text article download by IP Report
This report shows exactly which articles have been successfully downloaded from within your IP range each month. This report is updated each month and shows data from the current month only. Please save each report monthly if you will require data from a specific month.

Mobile usage by institution
This report allows you to see the number of successful article downloads in each title made via mobile device.

All Usage Report by Year of Publication
This report enables customers to see the number of successful full text article downloads within their institution, by title and year of publication.
FREQUENTLY ASKED QUESTIONS

1. How can I change registered account information (e-mail address and password)?
   Visit http://www3.mpsinsight.com/npg/dashboard. Click the arrow next to your name at the top right of screen and then “Update Account”.

   You can now change your username and password.
   - Username should be an e-mail address.
   - You will need to enter the security question’s answer

2. What should I do if I forgot my password?
   Click on “Forgot your password?” beneath the Login box and then enter in your e-mail address.
   You will need to enter the security question’s answer

3. What should I do if usage at my institution appears lower than expected?
   NPG provides tools for promoting NPG journals and resources at your institution; visit our promotional tools page
   http://www.nature.com/libraries/promotion/index.html.
   If you have concerns about a technical problem, please contact customer services.

IF YOU REQUIRE FURTHER ASSISTANCE, PLEASE CONTACT NPG CUSTOMER SERVICES:

The Americas:
E: institutions@us.nature.com | T: +1 800 221 2123

Asia-Pacific:
W: http://nature.asia/en-contact | T: +81 (0)3 3267 8769

Rest of the World:
E: institutions@nature.com | T: +44 (0)20 7843 4759
Contact Information

If you have any questions about your existing site license access or interested in adding additional products to your portfolio, please contact us directly.

**North America and Canada**
- T: +1 800 221 2123
- F: +1 212 689 9711
- E: institutions@us.nature.com

**Argentina**
- T: +54 11 4708 8000
- F: +54 11 4708 8000
- E: lasales@us.nature.com

**Brazil**
- T/F: +55 11 4613 2277
- E: lasales@us.nature.com

**Mexico**
- T: +52 55 5482 2200
- F: +52 55 5482 2200 ext 2399
- E: lasales@us.nature.com

**United Kingdom/ Rest of the World**
- T: +44 (0)20 7843 4759
- F: +44 (0)20 7843 4998
- E: institutions@nature.com

**India**
- T: +91 124 307 9662
- F: +91 124 307 9602
- E: npgindia@nature.com

**Japan and Southeast Asia**
- T: +81 (0)3 3267 8769
- F: +81 (0)3 3267 8746
- Japanese web form: http://nature.asia/jp-contact
- English web form: http://nature.asia/en-contact

**Korea**
- T: +82 (0)2 868 2343
- F: +82 (0)2 868 2396
- Web form: http://nature.asia/ko-contact

**Taiwan**
- T: +886 2 2388 3208
- F: +886 2 2375 6882
- Web form: http://nature.asia/tch-contact

**Mainland China**
- T: +86 21 2422 5000
- Web form: http://nature.asia/sch-contact

**Australia and New Zealand**
- T: +61 3 9825 1066
- F: +61 3 9825 1010
- Web form: http://nature.asia/en-contact