DRM Lite in Firefox

DRM Lite is an electronic delivery method that allows the British Library to deliver documents securely. When a document is requested via this service the document is locked so that only one user can access it, so you will have to register to use the service. This is separate from the registration process to submit interlibrary loan requests to University of Portsmouth Library.

The DRM Lite service has several advantages: there is no need to download any plugins, which can cause problems on University of Portsmouth computers, and the document is not tied to one computer. The document can be downloaded for up to 30 days after receiving notification of its arrival and, if saved, can be accessed for up to 3 years. It can also be printed to keep for ever.

Contents

Click on the links below to go to the relevant section. <u>Registering for British Library On Demand</u> <u>Opening a document</u> <u>Saving and printing</u> <u>Troubleshooting</u>

If you are using a different browser or a mobile device, other Library Guides are available.

Registering for British Library On Demand

The Library recommends registering with **British Library On Demand** before placing an interlibrary loan request so that when your document arrives you can just get on with reading it. It only takes a few minutes.

1. Go to <u>https://ondemand.bl.uk/onDemand/home</u> and click on **Register**:

LIBRAF								Register	Login
BR	Catalogues 👻	Collections 🗸	Discover 👻	Services 👻	Visiting 🗸	Help 🗕			
On	Deman	d							
New S	Search Search	Results							
Searc and r	ch and order the nore.	atest research	content direc	t from the Bri	tish Library.	Find journa	al articles, books, co	nference	papers
Wh	at are you looking t	for?		Q,					

2. On the next screen, click on Register:

LIBRARY HSILIN	MY ACCOUNT	
	bLuk > My Account registration	
	How to register for the British Library On Demand	
	Already have a British Library Online Account?	
	If you already have an <u>Online Account</u> enter your username and password and click Continue.	
	Username * Password *	Ignore the top section.
	Forgotten username Forgotten password	
	Continue	
	Don't have a British Library Online Account yet?	
	You will need to follow the steps below to use the British Library On Demand	
	Please note: Registration is currently required even if you are already a holder of a British Library Reader Pass. <u>Why?</u>	
	Step 1: Register for a British Library Online Account Step 2: Confirm your email address Step 3: Customise how you want to use the British Library On Demand	
	Register	

number.

3. Enter your details and click on Register:

Enter personal & security details

Fields marked with a * are mandatory

Personal details				
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First name *				
Last name *				
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Postcode				Llse your University
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Security details				
				Create your own
Username *				, username and password
Password *				and make a note of
Confirm password *	Disconscient			and make a note of
Secret question *	Please select	•		them. We recommend
Secret answer *				using your University
- Terms & Conditions				login, but this may not
Terms & conditions				be compatible with the
Accept The British Library Online	Account <u>Terms & Conditions</u> *			security requirements:
				security requirements:
Please tick the box if you would lik and offers and how you can suppo	ke to find out about our latest events, services ort the British Library.			• Username: at least 6
Please tick the box if you are hap	py for us to transfer your contact details to our			characters (avoid the @
carefully chosen partners so that t and promotions.	they may contact you with details of their events			symbol)
	Barria		Pasistan	 Password: 8-20
	Previo	Jus	Register	characters including
				capital, lower case, and

4. There may be a short wait with the message "Preparing your registration". You will then see this screen:



When you click OK, it takes you to the British Library On Demand home page.

5. Go to the email account that you registered with. You will have an email from the British Library; click on the link to activate your account:



6. Activate your account by entering your username and password:

United Kingdom

LIBRARY HSILIN	MY ACCOUNT	
	bluk > Account activation	
	Activate your account Please enter your username and password to activate your account. Username Password Login	This is the username and password you created earlier.
	Forgotten username Please click here to receive an email containing your current username.	(Probably the
	Forgotten Password Please click here to receive an email containing a new password.	same as your
	Need help?	University login.)
I	Back to top	

Accessibility | Terms of use | Copyright © The British Library Board

to

7. You will be asked for some additional information.



Customise your contact details and additional information

Fields marked with a * are mandatory

The British Library collects additional information to help ensure we deliver the right services to our different audiences. Please see our <u>Privacy policy</u> for further information.

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Address Line 1 *		
Address Line 2		
Address Line 3		
Town or City *		
County or State		
Province or Region		
Postcode/Zip Code *		
Country *	United Kingdom •	Delivery address doesn't
Delivery Address		matter – delivery will be to
Contact address?]
At least one contact number is	required *	
Home Number	Help	
Home Number Mobile Number	Help Help	needed.
Home Number Mobile Number Work Number	Help Help Help	needed.
Home Number Mobile Number Work Number Additional Information —	Help Help Help	needed.
Home Number Mobile Number Work Number Additional Information —	Help Help Help	Additional information is
Home Number Mobile Number Work Number Additional Information — Job Function Please select	Help Help Help	Additional information is not required.
Home Number Mobile Number Work Number Additional Information — Job Function Please select Sector	нар нар нар 	Additional information is not required.
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Home Number Mobile Number Work Number Additional Information — Job Function Please select Sector Please select How did you hear about On De Please select	Help Help Help Help remand ? Next	Additional information is not required.

Only the starred fields are mandatory.

8. Accept the terms and conditions:



9. There may be a short wait while your registration is completed. You are then taken back to the On Demand home page:

LIBRARY HSILIN	Catalo	jues -	•	Collections	•	Discove	: r –	Services	Ţ	Visiting •	-	Help 🗸		Register	Login
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New Se	earch	Searc	h Res	sults											

Search and order the latest research content direct from the British Library. Find journal articles, books, conference papers and more.

What are you looking for?	Q
That are you looking for .	~

10. You will also receive an email confirming your registration:



11. You should wait 5 minutes after registering before attempting to download any documents.

Opening a document in Firefox

Documents ordered via the Interlibrary Loans Service are usually delivered electronically from the British Library. Once you have registered for a British Library On Demand account, follow the instructions below to open your document.

1. You will receive an email from the British Library when your document is available. Google Mail may see this as spam, so check your spam and junk folders. Click on the link to your document:



2. You will be taken to a web page where you can download your document:

On Demand DRM Lite	
Download your encrypted document	
Your document has been encrypted using DRM Lite technology. You should open your document with Adobe Reader. If your browser has a built-in PDF viewer, such as Google Chrome's, then you will need to disable it in order to download and view your document. Step 1 Make sure you have registered with On Demand before downloading. Click the button below to register for On	The instructions below explain how to open the document with Adobe Reader.
Demand or to reset your username and password if you have forgotten them.	If the second second second
Step 2 To download your document, enter your On Demand username or email address and click the link below.	you can do so here.
On Demand username/email address: Download your document	
Get more help and information on opening, reading and printing your documents. To view British Library DRM Lite documents, you need to install Adobe Reader X or later. Check you have everything you need to view your document by downloading a test document below. Edit Gobbe Reader:	Enter the username or email address that you used when you registered. You don't need to put both separated by a slash. Click on Download your document.

3. You must open the document with Adobe Reader or Adobe Acrobat. On many computers this will happen automatically, but if you have a different default PDF reader, you will have to find the folder where your document has downloaded and select **Open with**...

In Firefox you may get the option to open with Adobe Reader:



If not, choose Save File.

Go to the Downloads arrow in the top right of the browser:



Click on **Open Containing Folder**. This opens the folder in Windows Explorer:

Computer > LocalDrive (C:) > Users > perryl > AppData > Local > Temp >												
Organize ▼ 📕 Open with Adobe Reader XI ▼ Print Burn New folder												
🛛 🚖 Favorites	Name	Date modified	Туре	Size								
🧮 Desktop	J944_21754	03/03/2017 08:14	File folder									
😺 Downloads	퉬 hsperfdata_perryl	09/03/2017 08:07	File folder									
🝺 Objective	DF25D4E734051EB3CF.TMP	09/03/2017 13:25	TMP File	1 KB								
🔛 Recent Places	DFB0F6A2B2C14F53CF.TMP	09/03/2017 09:09	TMP File	32 KB								
📝 MyDocuments	DFE5D6FBD1547D7C57.TMP	09/03/2017 09:09	TMP File	32 KB								
🎉 Procurement and Metadata	CVRFFE9.tmp.cvr	18/01/2017 16:22	CVR File	0 KB								
🎉 Funds	🔁 DRM	09/03/2017 13:47	Adobe Acrobat D	412 KB								
Management information	FXSAPIDebugLogFile	03/01/2017 08:05	Text Document	0 KB								

- Right click on the document
- Select Open With...
- Select Adobe Reader

4. Adobe Reader opens up and you get a login box. Enter your British Library On Demand username and password:



This is the username and password you created when you registered.

5. You may be asked if you want to view secure documents offline:

THE PERSON NUMBER OF STREET	ei.	
You may store information you to access documents p LiveCycle Rights Managem disconnected from the net Do you want to be able to documents on this compu- disconnected from the net Click No if this is a public of	on this computer protected with Ado ent when you are work. access protected for when you are stwork? computer.	r that allows obe
Click No if this is a public o	omputer.	1

If you are not sure, click **No**.

6. The document opens:



7. If you go back to the original page with the button to download your document, it is now locked to the person who logged in. No-one else can access the document, but you will be able to open it on other machines.



Saving and printing in Firefox

Once you have opened your DRM Lite document, we recommend saving or printing it to ensure continued access.

- You have 30 days to download your document from the day you receive the email.
- After 30 days the document is deleted from the British Library's servers, so the link in the email will no longer work.
- If you want access after this, you must save or print the document.

The document opens in Adobe Reader.

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The usual save command in Adobe Reader is disabled for these secure documents; you can see in the image above that the icon is greyed out. There are a few options to save it.

Option 1

On some machines, in Adobe Reader you can go to the **File** menu, then select **PDF**. Save the document as you would normally.

This is not available on all computers.

Option 2

In Firefox your document opens as a temporary file, so you will need to move your document to a more permanent location (e.g. My Documents or a memory stick).

Firstly, find where your document has been downloaded to.

In Firefox, click on the Downloads arrow:

						٥	x
Q Search				☆ 自 🗜	⋒		≡
	PDF	DRM.pdf 412 kB — bl.uk — 13:47		•0			
		<u>S</u> how All I	Jownloads				

Click on the folder icon (if you hover over it, it will say **Open Containing Folder**).

This opens the folder in Windows Explorer with your document highlighted:

00					
Computer → LocalDrive (C:) → Users → perryl → AppData → Local → Temp →					
Organize 👻 🔑 Open with Adobe	Reader XI 🔻 Print Burn New folder				
Arr Favorites Name Date modified Type Size					
🧮 Desktop	J944_21754 J944_21754	03/03/2017 08:14	File folder		
🝺 Downloads	🌗 hsperfdata_perryl	09/03/2017 08:07	File folder		
🍺 Objective	DF25D4E734051EB3CF.TMP	09/03/2017 13:25	TMP File	1 KB	
🗐 Recent Places	DFB0F6A2B2C14F53CF.TMP	09/03/2017 09:09	TMP File	32 KB	
MyDocuments	DFE5D6FBD1547D7C57.TMP	09/03/2017 09:09	TMP File	32 KB	
🌗 Procurement and Metadata	CVRFFE9.tmp.cvr	18/01/2017 16:22	CVR File	0 KB	
🌗 Funds	🔁 DRM	09/03/2017 13:47	Adobe Acrobat D	412 KB	
Management information	FXSAPIDebugLogFile	03/01/2017 08:05	Text Document	0 KB	

To move the document, copy and paste:

- Right click on the document
- Copy it
- Go to the folder you want to save to
- Paste the document into that folder

Alternatively drag and drop the document into a location in your Favorites:

Computer + LocalDrive (C:) + Users + perryl + AppData + Local + Temp +				
Organize 🔻 😕 Open with Adobe	Reader XI 🔻 Print Burn New folder			
⊿ 🔆 Favorites	Name	Date modified	Туре	Size
🥅 Desktop	J944_21754	03/03/2017 08:14	File folder	
🐌 Downloads	퉬 hsperfdata_perryl	09/03/2017 08:07	File folder	
Dy Objective	DF25D4E734051EB3CF.TMP	09/03/2017 13:25	TMP File	1 KB
🖳 Recent Places	DFB0F6A2B2C14F53CF.TMP	09/03/2017 09:09	TMP File	32 KB
📕 MyDocuments 🥿	DFE5D6FBD1547D7C57.TMP	09/03/2017 09:09	TMP File	32 KB
🎉 Procurement and Metadata	CVRFFE9.tmp.cvr	18/01/2017 16:22	CVR File	0 KB
🎉 Funds	The DRM	09/03/2017 13:47	Adobe Acrobat D	412 KB
Management information	FXSAPIDebugLogFile	03/01/2017 08:05	Text Document	0 KB

Saving and printing limits

- Once saved, the document is accessible for 3 years. You can access it from any machine with internet access: navigate to the drive where you saved the document and enter your username and password.
- You can only print the document once.
- We recommend saving and/or printing as soon as possible to ensure that you don't lose it.
- You may forward the link to the document to another email address before you open it for the first time, but only one person may download the document.

DRM Lite troubleshooting

Initial questions

If you are having problems with DRM Lite, it is helpful to Library staff to know the basics of what you are trying to do and your computer set-up.

- 1. What stage have you got to? What are you trying to do?
 - Have you registered for British Library On Demand? (N.B. this is different from registering for the system to *request* an interlibrary loan; British Library On Demand allows clients to open secure electronic documents.)
 - Trying to open/download a document by clicking on the link in the email from British Library
 - Trying to save a document
 - Trying to open a saved document
 - Trying to print a document
- 2. Which browser are you using?
- 3. Is it a standard Windows PC?
 - MAC/Linux?
 - Tablet/mobile device?
 - On campus or off campus?
 - Do you have an old version of Adobe Reader?
- 4. Is there an error message?
 - Get a screenshot if you can or find the exact error message. Search for the error message below.

Common issues

I forgot my username or password

If you have forgotten your username or password for British Library On Demand, go to <u>https://ondemand.bl.uk/onDemand/login/auth?currentPage=home</u> and click on **Forgotten Username or Password?**

To change your password, log in at <u>https://ondemand.bl.uk/onDemand/home</u>. **Go to View/Update My Account Details**, and enter your login again. Under the **My Settings** tab, you can change your password.

You must use Adobe Reader or Adobe Acrobat to open the document

If your computer is set up to use a different default pdf reader, such as your browser's pdf viewer, Foxit or Corel, it will not work. See the instructions on opening documents for your device.

You must be connected to the internet

Even if you have saved a document offline, you must be connected to the internet to open it.

The download link has expired

You have 30 days from when the email is sent by the British Library to open and save or print the document. If you do not save or print the document, the link in the email will stop working after 30 days as the document is removed from the British Library's servers.

Emails in spam

Some emails from the British Library are interpreted as spam. If you think you should have received your document, check your spam and junk folders.

Delay after registering

If you have just registered for British Library On Demand, you should wait for 5 minutes before attempting to download your document. If you get an error message, British Library may need to resend the document to you.

Problems with downloading documents

BRARY	DRM Lite
	Your document has been encrypted using DRM Lite technology. Once you have downloaded this document, it
	There was a problem accessing your document, please try again later
	You should open your document with <u>Adobe Reader</u> . If your browser has a built-in PDF viewer, such as Google Chrome's, you will need to disable it in order to download and view your document.
	password. You need to register for On Demand before you can view your document or reset your username or password if you have forgotten either of them.
	Download your document $\underline{\Psi}$
	Get more help and information on opening, reading and printing your documents.
	To view British Library DRM Life documents, you need to install Adobe Reader X or later.

There was a problem accessing your document, please try again later

Have you just registered for British Library On Demand in the last few minutes? There is a short delay between registering and being able to view your document.

Solution: Wait for 5-10 minutes and try again.

Does your username contain the @ symbol?

Solution: contact **British Library Customer Services** for advice.

This also happens when the link to the document has expired. You have 30 days from when the email is sent by the British Library to open and save or print the document. If you do not save or print the document, the link in the email will stop working after 30 days as the document is removed from the British Library's servers. If you still need the document, you will have to submit another request and we will have to pay for it again.



Failed to load PDF document

Are you using Chrome? The document has tried to open in Chrome's built-in PDF reader.

Solution 1: Instead of just opening the document, go to your Chrome downloads folder and open with Adobe Reader (see the instructions above).

Solution 2: Disable the Chrome PDF reader:

- In the address bar type: chrome://settings/content
- Scroll down to PDF documents
- Tick Open PDF files in the default PDF viewer application

Couldn't open PDF or *PDF error*

PDF error	×	\vdash \checkmark
cument_02006345-004.pdf		

Couldn't open PDF Something's keeping this PDF from opening. • Go back to the last page

The document has tried to open using the Edge browser's built-in PDF reader. This may happen even if you are using another browser, as Edge is the default PDF reader on campus.

Solution 1: Instead of just opening the document, go to your downloads folder and open with Adobe Reader (see the instructions above).

Solution 2: Disable the Edge PDF reader:

- Go the Start menu
- Go to Settings
- Select Apps
- Select Default apps
- Choose default applications by file type
- For .pdf files, select Adobe Acrobat Reader DC



Corel PDF Fusion was unable to read document

Corel may be set as your default PDF viewer. Solution: Instead of just opening the document, go to your downloads folder and open with Adobe Reader (see instructions above).

Cannot display PDF... pdf is of invalid format

Are you using an Android device? When you click on **Download your document**, the device tries to open the document in Chrome and this message flashes up briefly. This will not work as you have to open it with Adobe Acrobat Reader.

Solution: go to your **Downloads** app. Find your document, tap on it, and select **Open with Adobe Acrobat.**

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٨	DRM Lite Test documen 8:58 a.m. 411 KB	t- 01719967-001.pdf DRM Lite Test document-01719967-001.pdf	
٨	serpent_trail.pdf 28 Apr 3.12 MB	serpent_trail.pdf	
٨	2017 Lakeside 5k Race 27 Apr 16.26 KB	Den with Adobe Acrobat	
		JUST ONCE ALWAYS	
		Use a different app	
		Drive PDF Viewer	



The account information you entered is incorrect. Please try again.

This comes up when you are trying to open the document and enter the wrong username or password.

Solution: If you can't remember your username or password for British Library On Demand, go to <u>https://ondemand.bl.uk/onDemand/login/auth?currentPage=home</u> and click on **Forgotten Username or Password?**

User name entered not found, please retry

I have forgotten my username or password

LIBRARY HSILIN	On Demand J DRM Lite
	Download your encrypted document
	User name entered not found, please retry
	Your document has been encrypted using DRM Lite technology. You should open your document with <u>Adobe</u> <u>Reader</u> . If your browser has a built-in PDF viewer, such as Google Chrome's, then you will need to disable it in order to download and view your document.
	Step 1
	Make sure you have registered with On Demand before downloading. Click the button below to register for On Demand or to reset your username and password if you have forgotten them.
	Register For On Demand
	Step 2
	To download your document, enter your On Demand username or email address and click the link below.
	On Demand username/email address: leonperry/leon.perry@port.ac.uk
	Download your document

1. Where you are asked to enter your On Demand username or email address, this could be interpreted as needing both separated by a slash, as in the screenshot above. You only need to enter your username **or** email address, not both, e.g.:

Username: leonperry

Or

Email address: leon.perry@port.ac.uk

2. Check you have spelled it correctly.

3. Are you using your login for British Library On Demand? This is not necessarily the same as the login you use to request interlibrary loans.

4. If you can't remember your username or password for British Library On Demand, go to https://ondemand.bl.uk/onDemand/login/auth?currentPage=home and click on Forgotten Username or Password?

End User supplied in Order not found

You may be clicking on **Download your document** without having registered. Make sure you have registered for a British Library On Demand account.

Access to this document is restricted. Your account does not have permission to open it.



1. If you have changed your password, or if you are on a shared computer or device, a previous user may have locked you out by selecting "Remember me on this computer". If so:

- In Adobe Reader go to Edit > Preferences > Security.
- Click Clear remembered account information and confirm.
- Retry the download link.

	Preferences
Adobe Reader File Edit View Window Help	Categories Security
Image: Windo Ctrl+Z Redo Shift+Ctrl+Z Cut Ctrl+X	Commenting Configure Server Settings Documents Configure Server Settings Full Screen Imestamp Servers General • Timestamp Servers Page Display • Directory Servers
LD Copy Ctrl+C	Accessibility Accessibility Accessibility Email Accounts Forms Identity Identity Identity Import Export
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2. If you just registered for a British Library On Demand account and tried to download the document within 5 minutes, the download will fail. Contact British Library Customer Services and ask them to re-send the document. You will need the reference number (e.g. ED01234).

This computer must be connected to the network in order to open this document.



This occurs because Adobe no longer support old versions of Transport Layer Security.

Step 1: make sure you have the most up-to-date version of Adobe Reader. We recommend version DC.

If you need to upgrade,

- On campus, go to AppsAnywhere and launch Adobe Acrobat DC, or go to the Microsoft System Center from the Start menu.
- Off campus, you can download the latest version for free from https://get.adobe.com/uk/reader
- For mobile devices, visit the app store.

When you open the document from the British Library, make sure you select Open with > Adobe Reader DC. Do not open with older versions such as X or XI.

Step 2: enable TLS 1.2

If updating your version of Adobe Reader doesn't help, you may need to enable a new version of Transport Layer Security (TLS) on your computer. To enable TLS 1.2, follow <u>these instructions</u>, depending on the browser you are using.

Other issues with downloading

Are you connected to the internet?

Even when you have saved a document, you still need online access every time you open it.

Do you have Adobe Reader installed? Which version of Adobe Reader do you have?

- You must have Adobe Reader 10 or above. We recommend version DC.
- Adobe Acrobat Reader is also fine. Adobe Reader is just for reading PDFs; Acrobat also lets you edit and create PDFs.

Everyone on campus should have the correct software installed automatically. However, it may not be set up as the default PDF reader, so make sure you open with Adobe Reader.

How to tell if you have Adobe Reader installed:

- Go to Start > All Programs
- If you have it, it should be listed here.

How to tell which version you have.

- Open Adobe Reader.
- Go to Help > About Adobe Reader

How to get Adobe Reader

Everyone on campus should have one of Adobe Reader XI or Adobe Acrobat Reader DC installed. If not, go to AppsAnywhere (on your desktop) or the Software Centre (Start > All Programs > Microsoft System Center > Software Center).

Off campus, you can download Adobe Acrobat Reader for free from: <u>https://get.adobe.com/uk/reader/</u>

Do you have an unusual computer set-up?

Linux operating system: does not work Windows phone: does not work

Macs (including MACBooks, iPads and iPhones): should all be OK. The device may try to view the PDF in Preview, in which case you will just see blank pages. You must force the device to open the document with the Adobe Reader app.

Android mobile device (tablet or phone)

This should work. See the separate instructions for downloading and saving on Android mobile devices.

Apple mobile device (iPad, iPhone, iPod Touch)

This should work. See the separate instructions for downloading and saving on Apple mobile devices.

If you are having problems, try downloading your document on a standard Windows PC on campus, which should have all the necessary software installed.

I haven't received the email with the link to the document

If our records or the British Library's records show that the email has been delivered, check in the spam and junk folders. Some clients have found the email there.

If it does go to spam, mark the email as "not spam" to reduce problems in future.

For documents delivered before 7th June 2017

If you are trying to access a saved document that was delivered before 7th June 2017, you will need to use FileOpen software as you did before. These DRM Lite instructions will not apply to older documents. Saved FileOpen documents will be accessible for 3 years.

Problems with registering for British Library On Demand

See the full instructions on registering for how the process should work. This section focuses on the main potential problems.

There are several stages:

- 1. Form with personal details. Make up your own username and password.
- 2. You get an email from British Library. Click on the link to activate your account.
- 3. Fill in another form with more details.

Stage 1: enter personal details.

The starred fields are mandatory.

If you click on Register but nothing happens, check to see if there is missing information or if any fields have red crosses next to them:

Enter personal & security details

elds marked with a * are man - Personal details ————	datory	
Title *	Mr	•
First name *	Test	
Last name *	Test	
Country *	United Kingdom	•
Postcode		
Date of birth	Day 🔻 Month 🔻 Year	•
Email address *	a.person@port.ac.uk	
Re-enter email address *	a.person@port.ac.uk	
Username * Password *	test	0
Confirm password *	••••	
Secret question *	Favourite Colour	¥
Secret answer *	blue	
• Terms & Conditions	ine Account <u>Terms & Conditions</u> *	ø
Please tick the box if you woul and offers and how you can su	d like to find out about our latest events, services pport the British Library.	
lease tick the box if you are h arefully chosen partners so th nd promotions.	nappy for us to transfer your contact details to our nat they may contact you with details of their events	
	Previou	s Register

Username and password: we recommend using your UoP email address and network login details as this makes it easy to remember, but this may not fit with the British Library's requirements.

Click in the box next to the red cross for an explanation of what the problem is.

For example, username has failed:

Security details		
Username *	test	The username must :
Password *	••••	 Be between 6 and 256 characters in length Not include spaces
Confirm password *	••••	 Not be your Reader Number.
Secret question *	Favourite Colour 🔻]
Secret answer *	blue	

Here the password is not secure enough:

Security details ——]
Username *	test		3	
Password *	••••		The password	d must be:
Confirm password *	••••		 Between 	en 8 and 20 characters in length
Secret question *	Favourite Colour	Ŧ	The password	d must contain the following:
Secret answer *	blue		1. At lea: 2. At lea: 3. At lea:	st one uppercase character from A to Z st one lowercase character from a to z st one numeric character from 0 to 9
Terms & Conditions —			Remaining ch 1, upper case	naracters required 4, numbers required e characters required 1
Accept The British Library (Online Account <u>Terms & Conditions</u> *			

Make sure you tick to accept the terms and conditions.

Terms & Conditions	
Accept The British Library Online Account <u>Terms & Conditions</u> *	. 3

When you click on Register, there may be a wait with the message *Preparing your registration*. If this has not cleared after a minute, check there are no red crosses indicating fields filled in incorrectly.

Stage 2: activate account

Client should get an email headed British Library Online Account Activation.

Click on the link in the email.

Stage 3: customise account



or on Demand registration

Customise your contact details and additional information

Fields marked with a * are mandatory

The British Library collects additional information to help ensure we deliver the right services to our different audiences. Please see our <u>Privacy policy</u> for further information.

Contact Address		
/K Postcode	Find Address	
Address Line 1 *		
Address Line 2		
Address Line 3		
Town or City *		
County or State		
Province or Region		
Postcode/Zip Code *		
Country *	United Kingdom •	
Delivery Address		
Petro y Address		
Is your delivery address the same as your contact address?	7 ® Yes 🔘 No	
Contact Numbers		
At least one contact number is required *	r	
Home Number		Help
Mobile Number		Help
Work Number		Help
		1
Additional Information		
lob Function		1
Please select	•	J
Sector		1
mease select	•	J
How did you hear about On Demand ?		1
Please select	•	J
		Next
ed help?		
Back to top		

The address and phone number are not very important for University students and staff; this form is also aimed at individuals who are not affiliated to organisations. If you're not sure what to put, use your University contact details.

Delivery address: this is irrelevant as documents will be delivered electronically.

There may be a wait while your registration is completed. When everything is finished, you get an email headed British Library Service Registration Complete.

The email suggests associating your account with the University's Business Account. There is no need to do this.

Contact us

If you have any problems with retrieving your documents via this service, please contact the Library: http://www.libr.port.ac.uk/help/

For any problems related to your British Library On Demand account, e.g. problems logging in, contact <u>British Library Customer Services</u>.