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.

If you are using a different browser or a mobile device, other Library Guides are available.
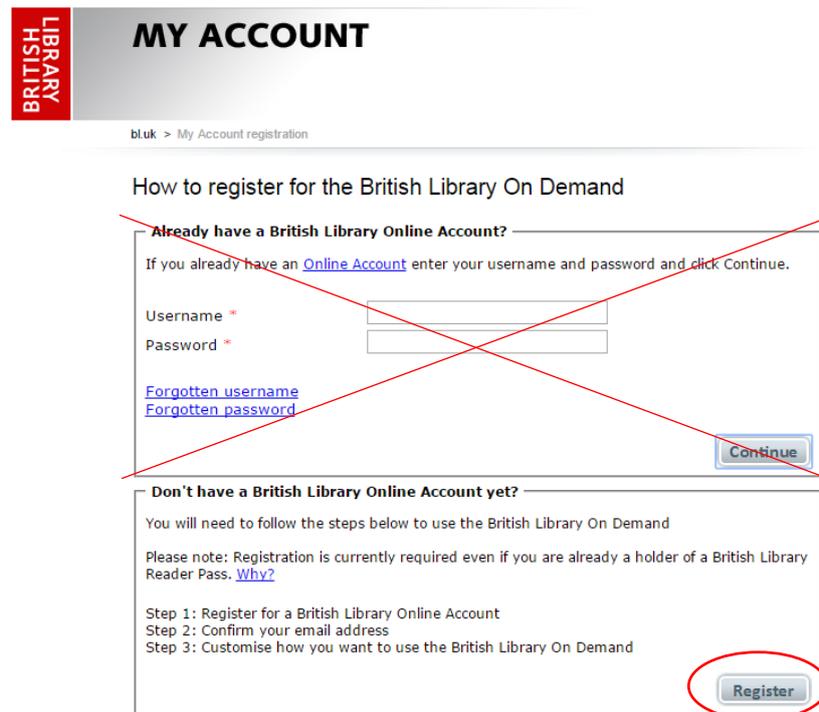
Registering for British Library On Demand

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 https://ondemand.bl.uk/onDemand/home and click on **Register**:
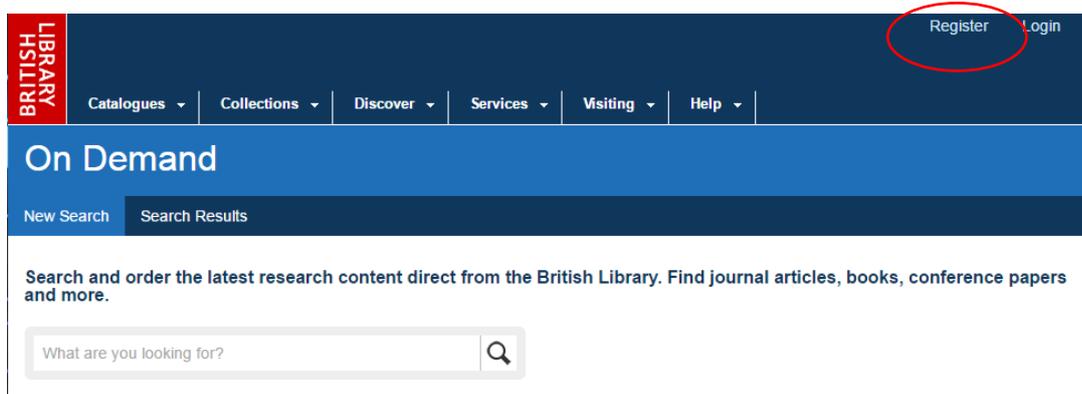
2. On the next screen, click on **Register**:

Ignore the top section.

3. Enter your details and click on **Register**:

Enter personal & security details

Fields marked with a * are mandatory

Personal details

Field	Value
Title *	Please select ▼ ⊗
First name *	
Last name *	
Country *	United Kingdom ▼
Postcode	
Date of birth	Day ▼ Month ▼ Year ▼
Email address *	
Re-enter email address *	

Security details

Field	Value
Username *	
Password *	
Confirm password *	
Secret question *	Please select ▼
Secret answer *	

Terms & Conditions

Accept The British Library Online Account Terms & Conditions * ☐

Please tick the box if you would like to find out about our latest events, services and offers and how you can support the British Library. ☐

Please tick the box if you are happy for us to transfer your contact details to our carefully chosen partners so that they may contact you with details of their events and promotions. ☐

[Previous] [Register]

⚠ Use your University address and email address.

⚠ Create your own username and password and make a note of them. We recommend using your University login, but this may not be compatible with the security requirements:
• Username: at least 6 characters (avoid the @ symbol)
• Password: 8-20 characters, including capital, lower case, and number.

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

MY ACCOUNT

bl.uk > My Account registration > Activate your Online Account
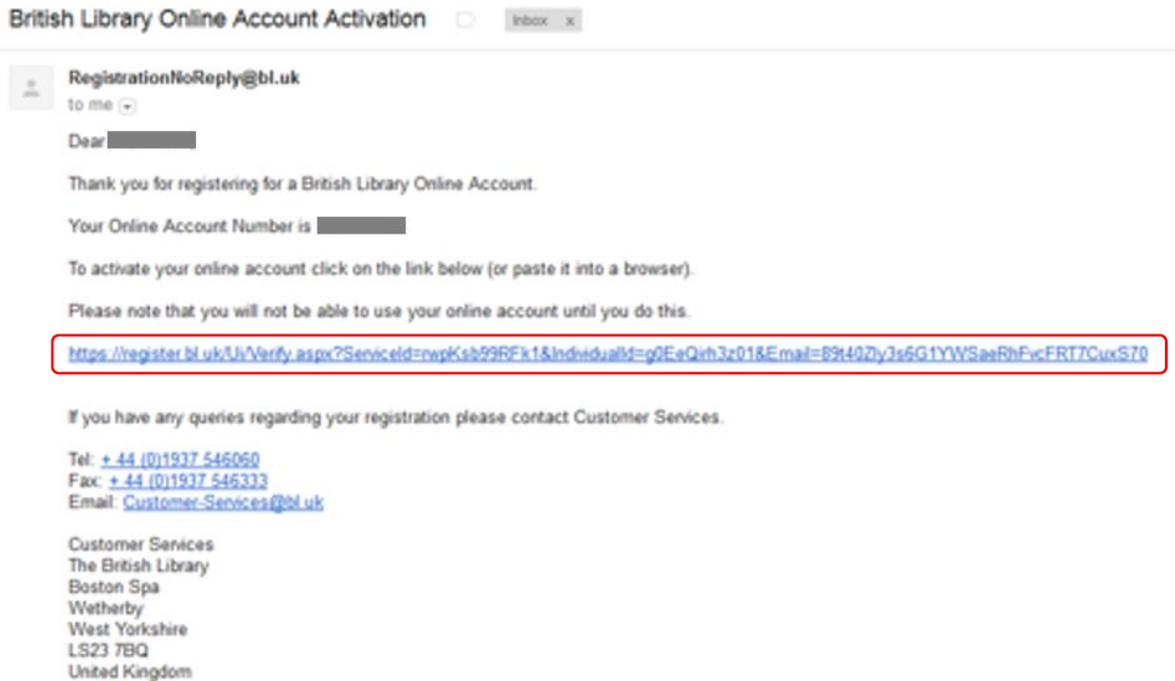
Activate your online account

Thank you for registering for a British Library Online Account.

Your account number is: 1337342

An email has been sent to the email address you supplied. Please click on the link in the email to activate your account.

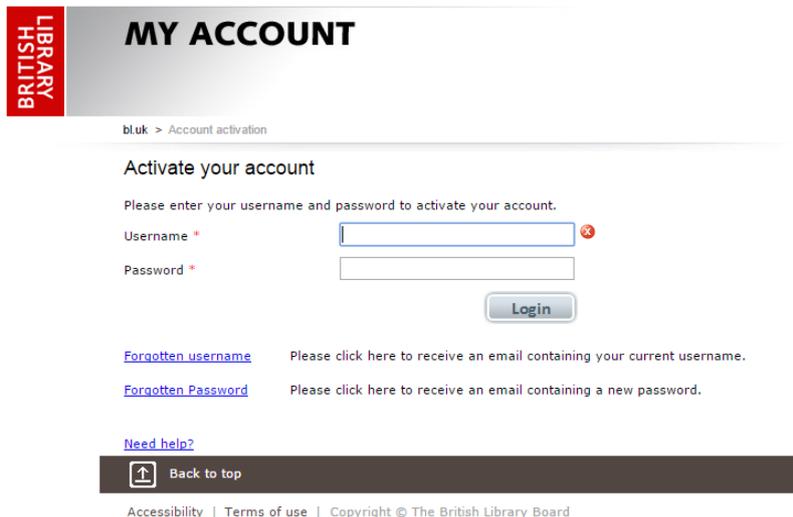Please note that you will not be able to use your account until you do this.

You can request another account activation email, a reminder of your username or change your password using My Account or contact Customer Services +44 (0)1937 546060 quoting your username or account number.

[OK]

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:

British Library Online Account Activation   Inbox x

RegistrationNoReply@bl.uk
to me

Dear

Thank you for registering for a British Library Online Account.

Your Online Account Number is

To activate your online account click on the link below (or paste it into a browser).

Please note that you will not be able to use your online account until you do this.

https://register.bl.uk/Ui/Verify.aspx?ServiceId=rwpKsb99RFk1&IndividualId=g0EeQxh3z01&Email=89t40Zjy3s6G1YWSaeRhFvcFRT7CuxS70

If you have any queries regarding your registration please contact Customer Services.

Tel: + 44 (0)1937 546060
Fax: + 44 (0)1937 546333
Email: Customer-Services@bl.uk

Customer Services
The British Library
Boston Spa
Wetherby
West Yorkshire
LS23 7BQ
United Kingdom

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

MY ACCOUNT

BRITISH LIBRARY

bl.uk > Account activation

Activate your account

Please enter your username and password to activate your account.

Username *

Password *

Login

Forgotten username   Please click here to receive an email containing your current username.

Forgotten Password   Please click here to receive an email containing a new password.

Need help?

Back to top

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

This is the username and password you created earlier. (Probably the same as your University login.)

4

7. You will be asked for some additional information.
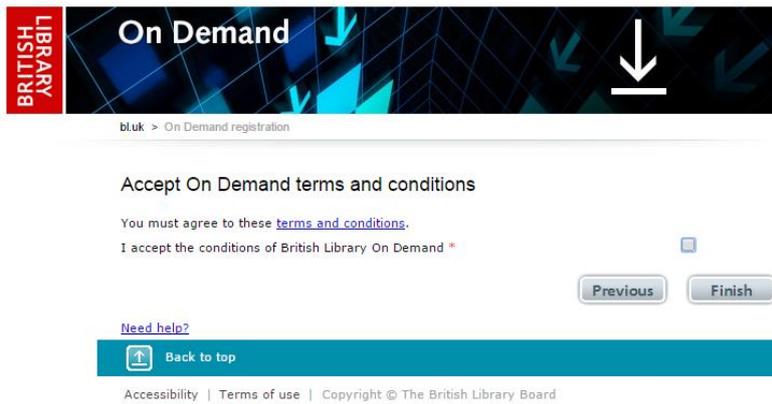

Use your University address.

Delivery address doesn't matter – delivery will be to your email address.

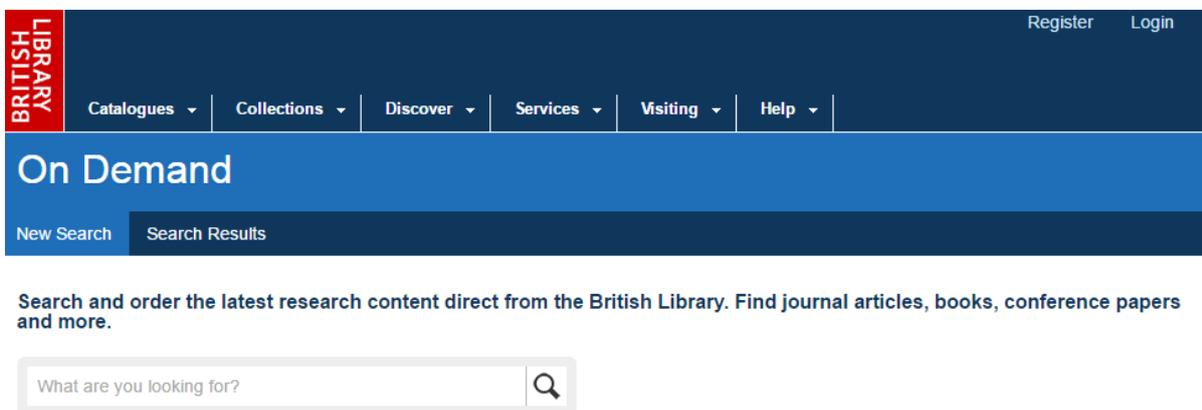Only one phone number is needed.

Additional information is not required.
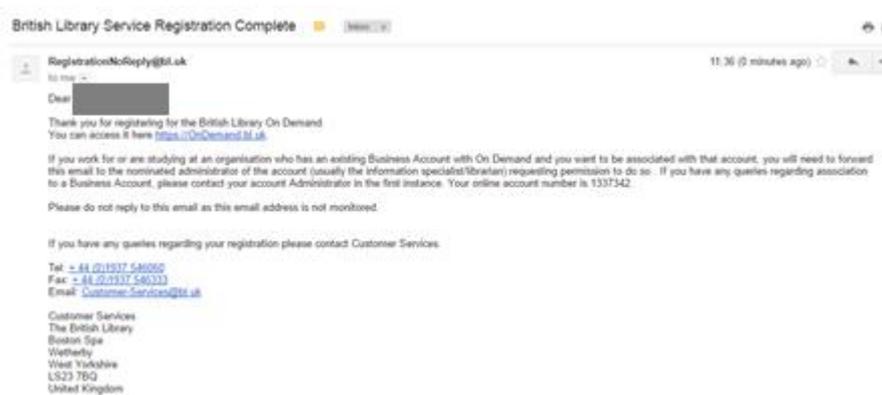
Only the starred fields are mandatory.

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:


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

There is no need to associate your account with our Business Account.

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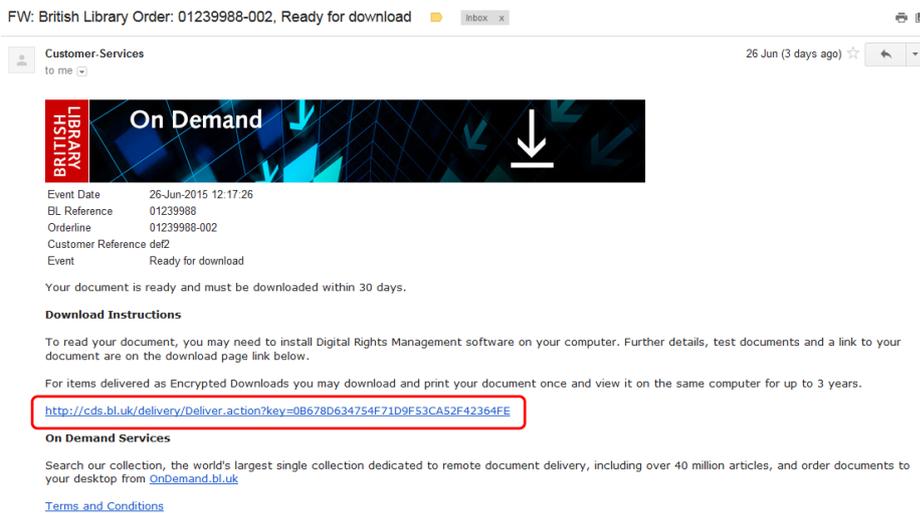
2. You will be taken to a web page where you can download your document:

The instructions below explain how to open the document with Adobe Reader.

If you haven't registered yet, you can do so here.

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**…

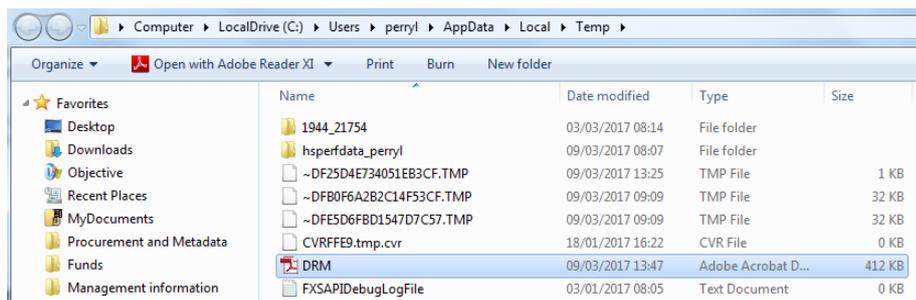In Firefox you may get the option to open with Adobe Reader:
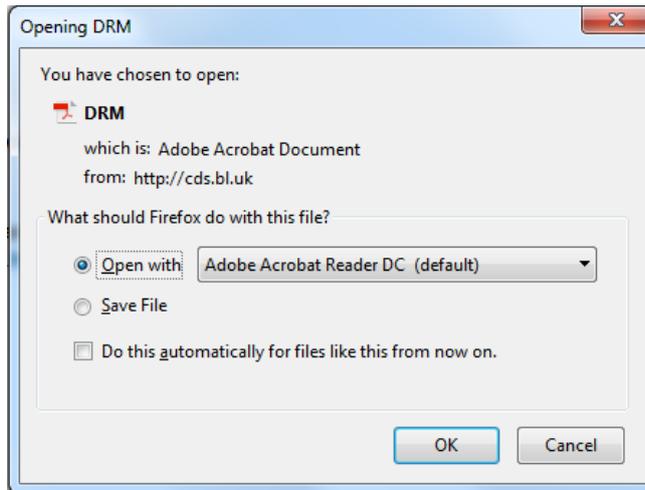
If not, choose **Save File**.

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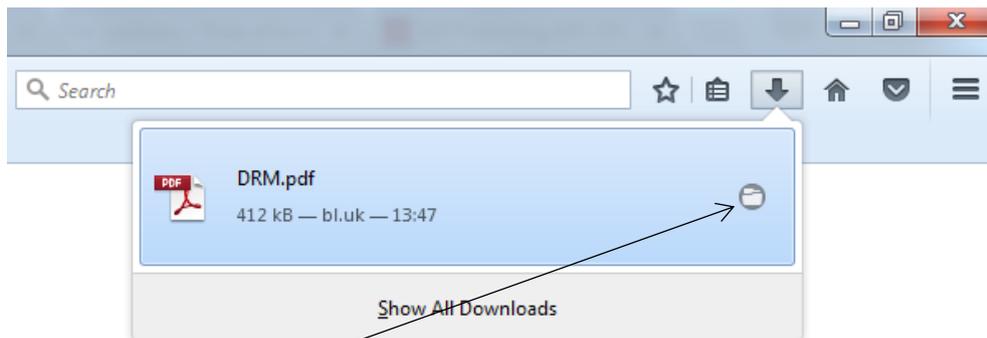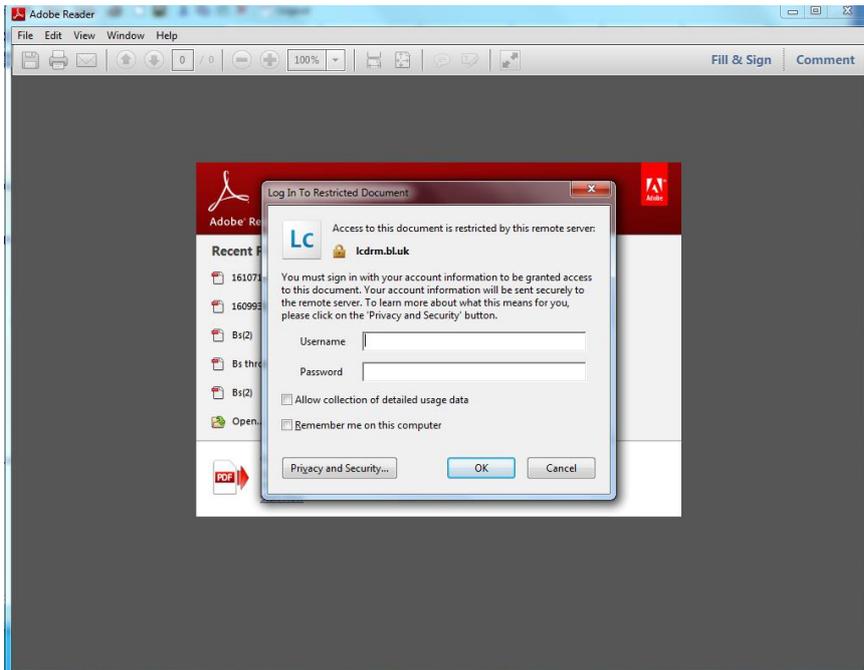

Click on **Open Containing Folder**. This opens the folder in Windows Explorer:

- 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:
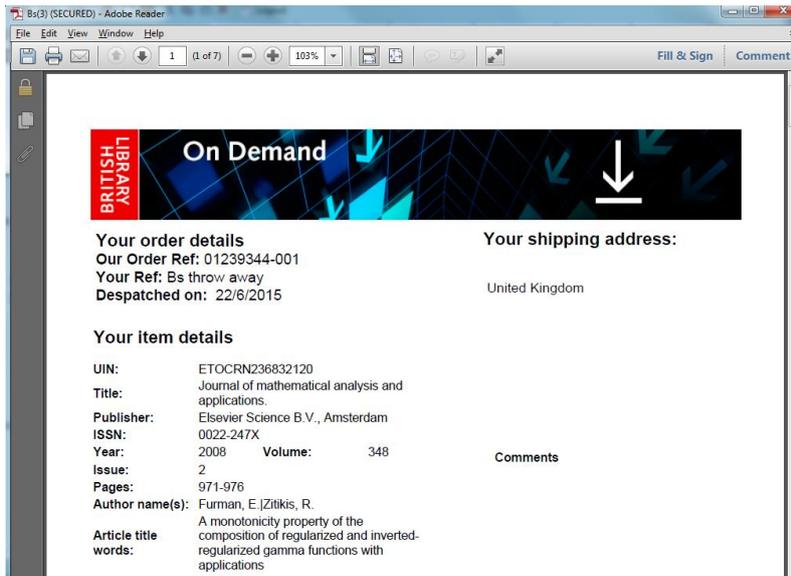

This is the username and password you created when you registered.

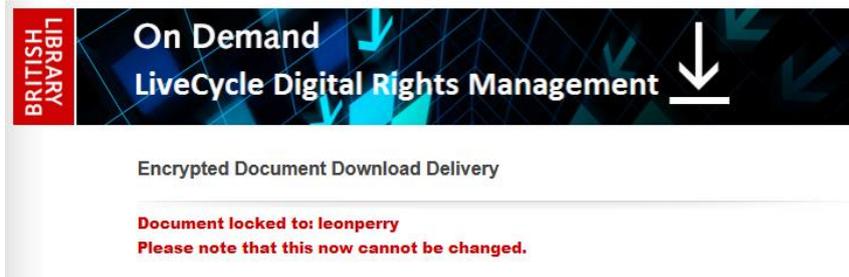5. You may be asked if you want to view secure documents offline:

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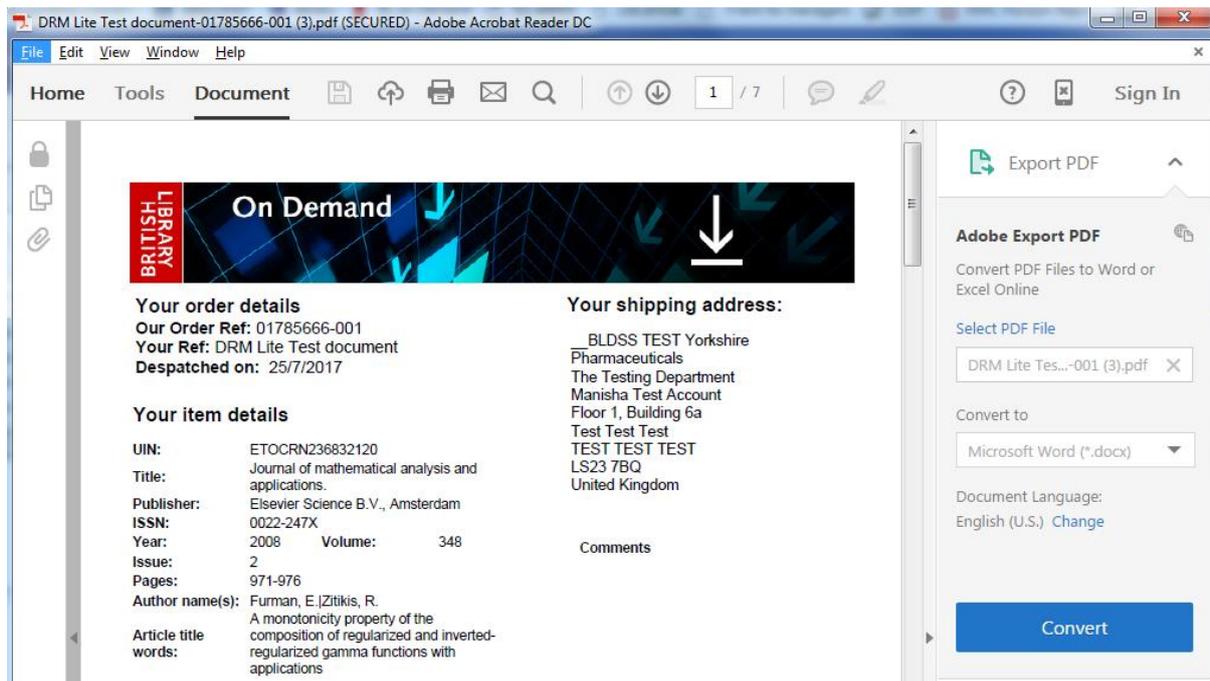
The usual save command in Adobe Reader is disabled for these secure documents; you can see in the image above that the icon is greyed out. There are a few options to save it.

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.
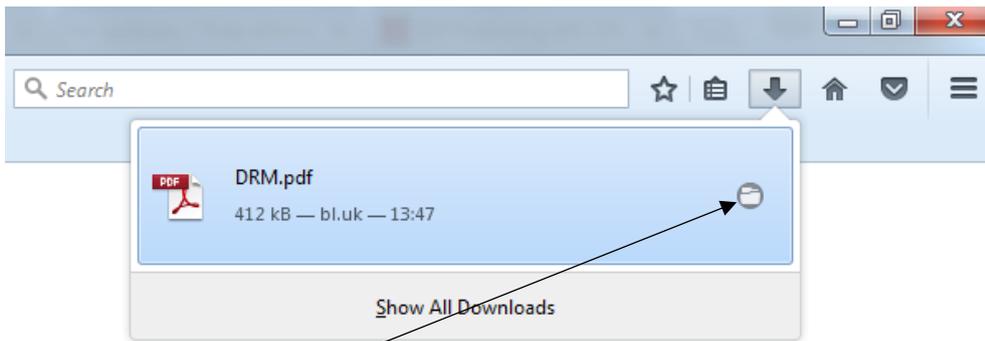
This is not available on all computers.

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).
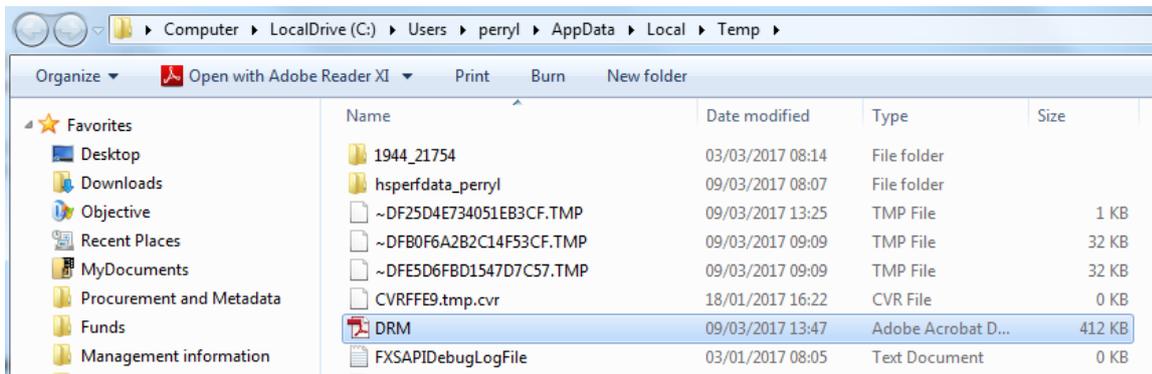
Firstly, find where your document has been downloaded to.

In Firefox, click on the Downloads arrow:

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:

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:
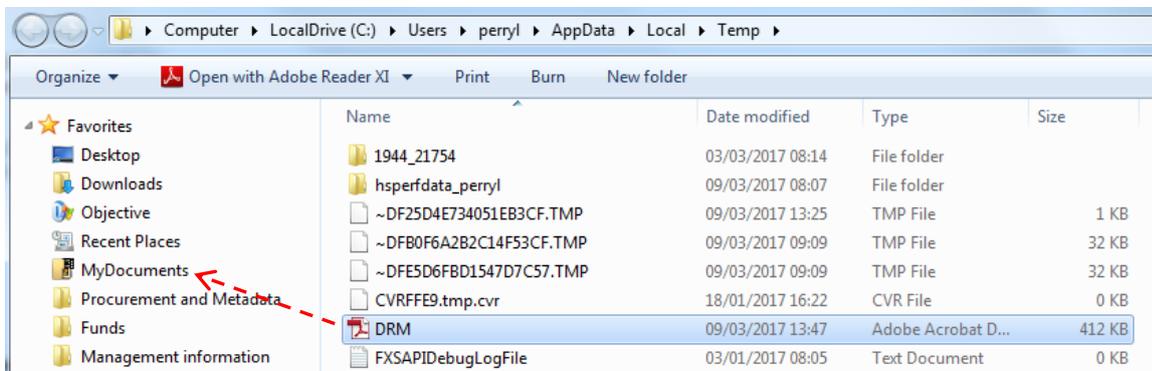
Saving and printing limits

- 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 https://ondemand.bl.uk/onDemand/login/auth?currentPage=home and click on **Forgotten Username or Password?**

To change your password, log in at https://ondemand.bl.uk/onDemand/home. **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.
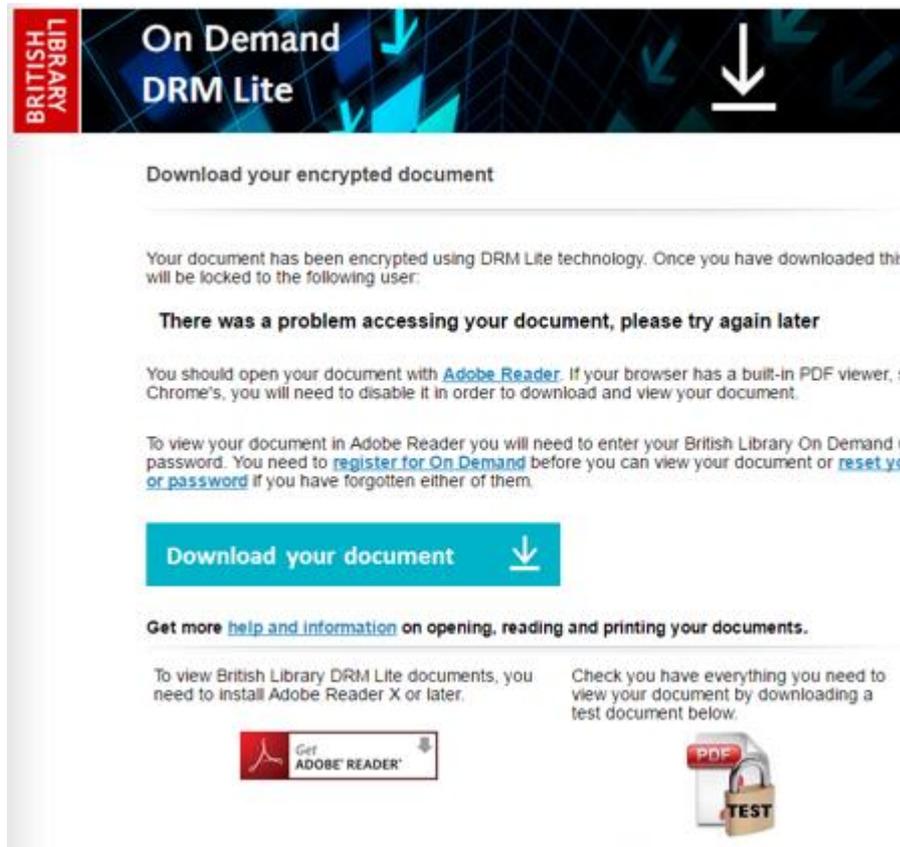
Emails in spam

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 re-send the document to you.

Problems with downloading documents

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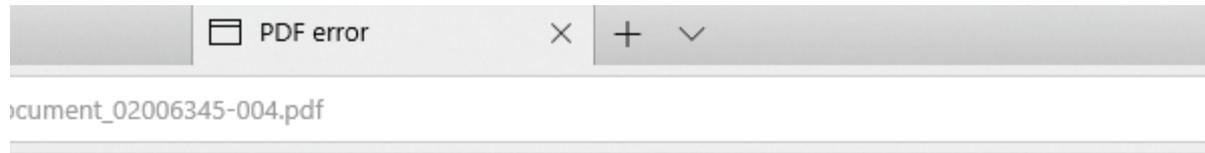
Failed to load PDF document
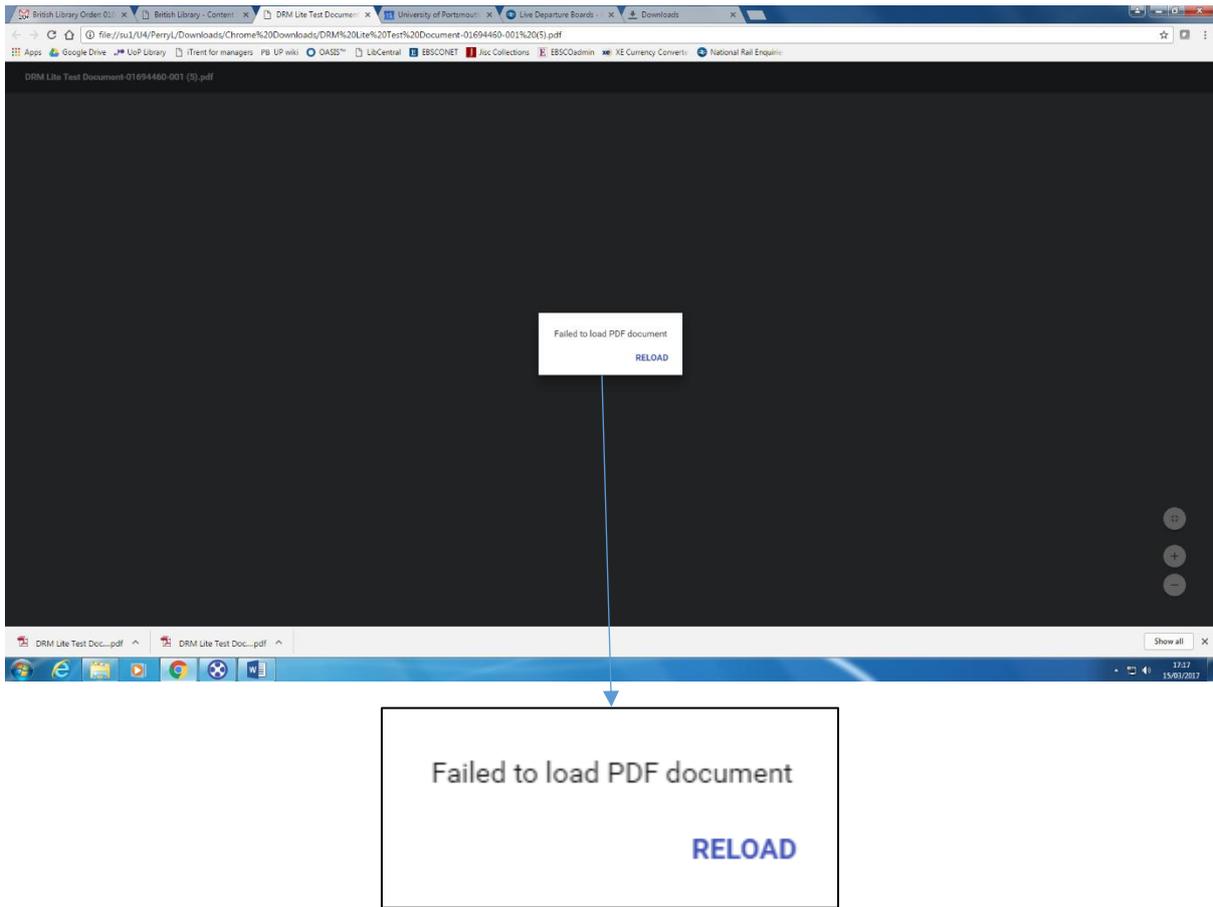
Are you using Chrome? The document has tried to open in Chrome's built-in PDF reader.

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*

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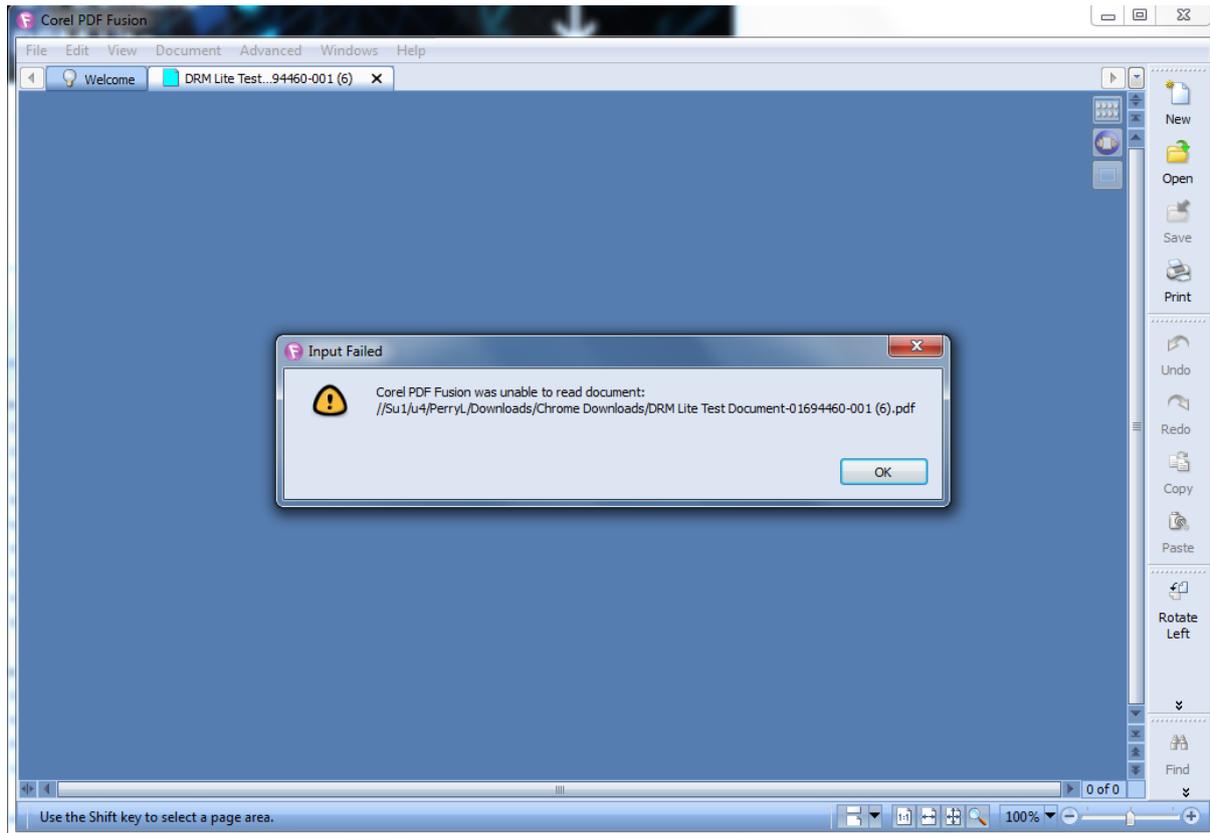
Corel may be set as your default PDF viewer. Solution: Instead of just opening the document, go to your downloads folder and open with Adobe Reader (see instructions above).

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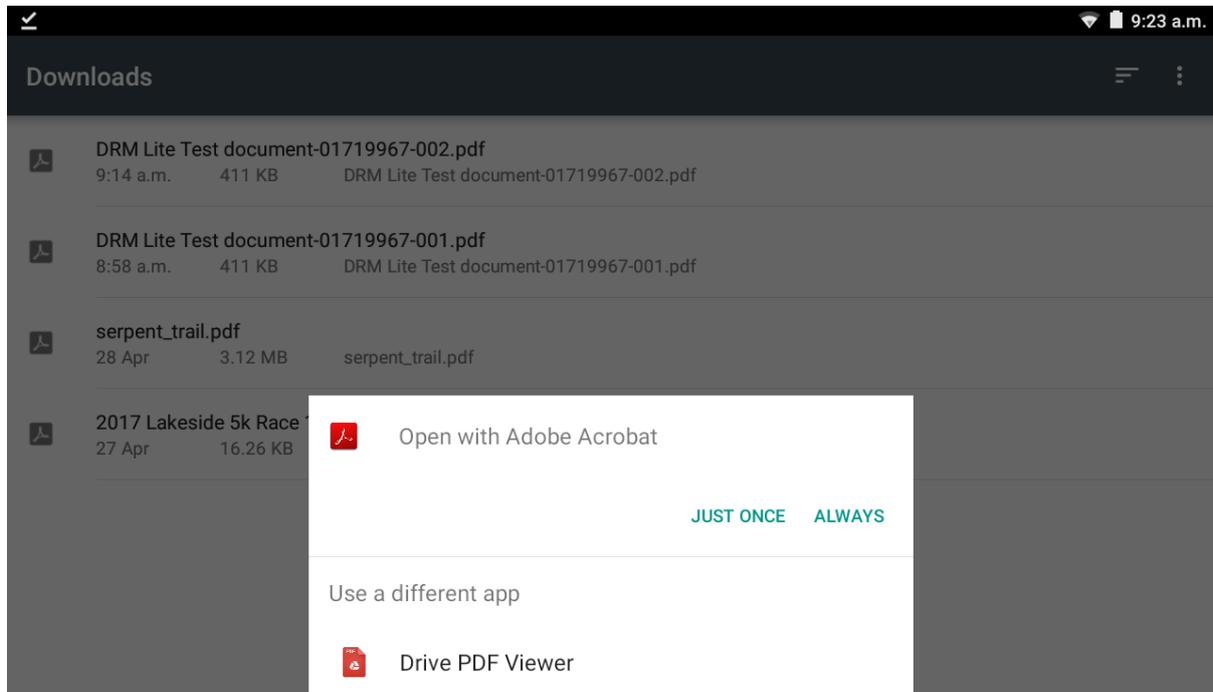
The account information you entered is incorrect. Please try again.
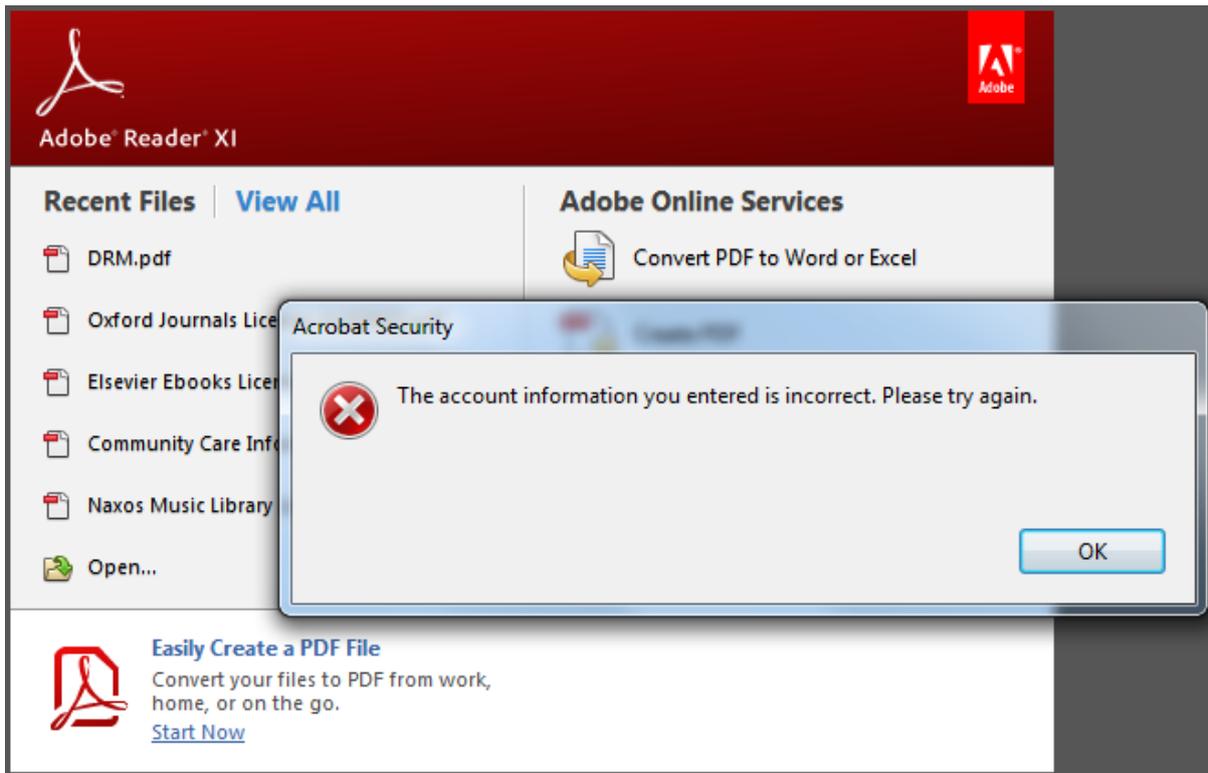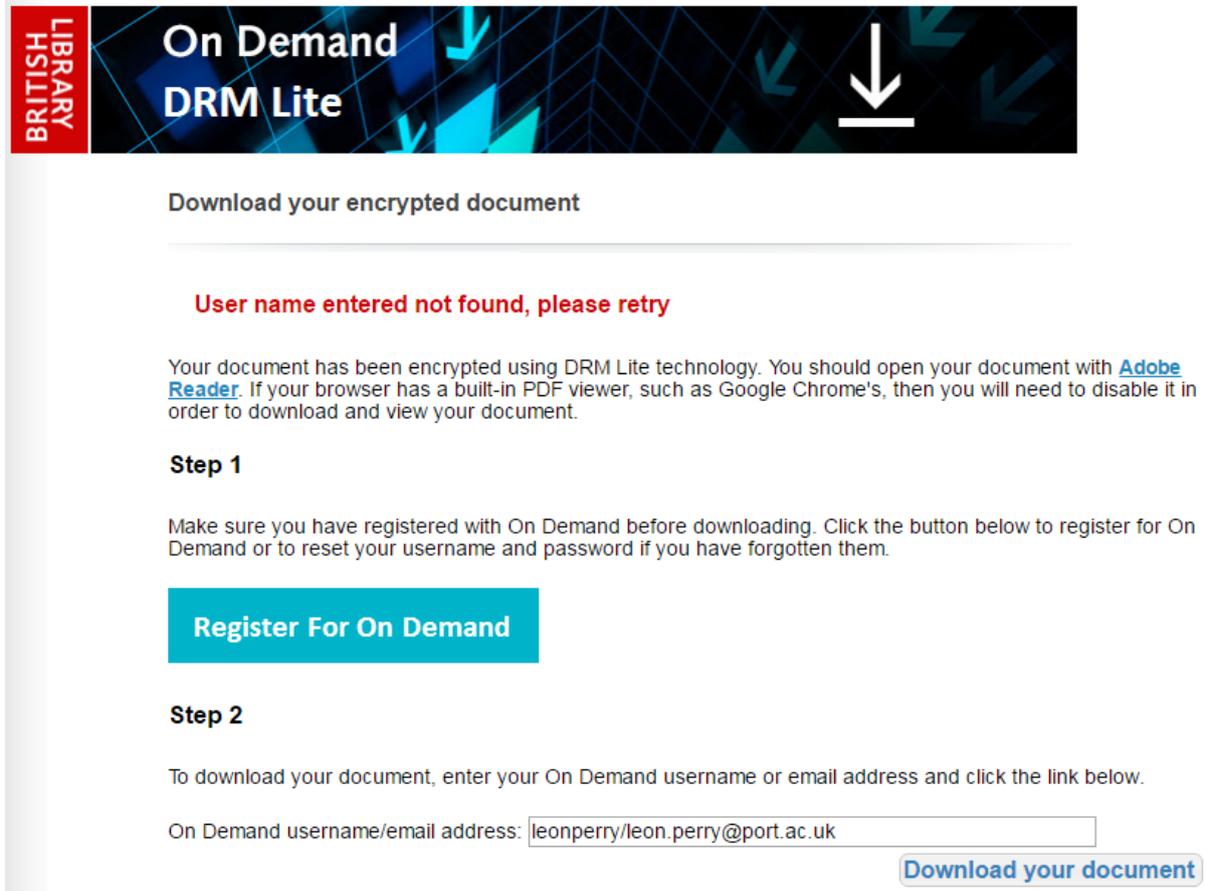

This comes up when you are trying to open the document and enter the wrong username or password.

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

User name entered not found, please retry

I have forgotten my username or password

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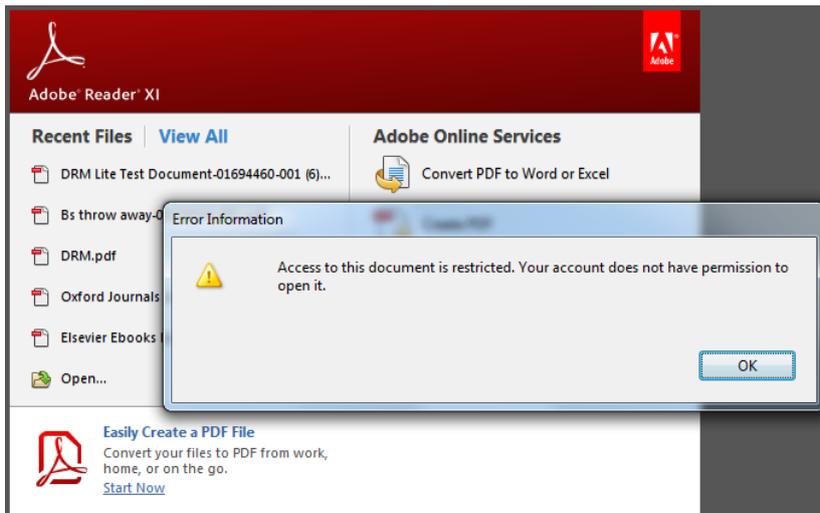
1. If you have changed your password, or if you are on a shared computer or device, a previous user may have locked you out by selecting "Remember me on this computer". If so:

- In Adobe Reader go to Edit > Preferences > Security.
- Click **Clear remembered account information** and confirm.
- Retry the download link.
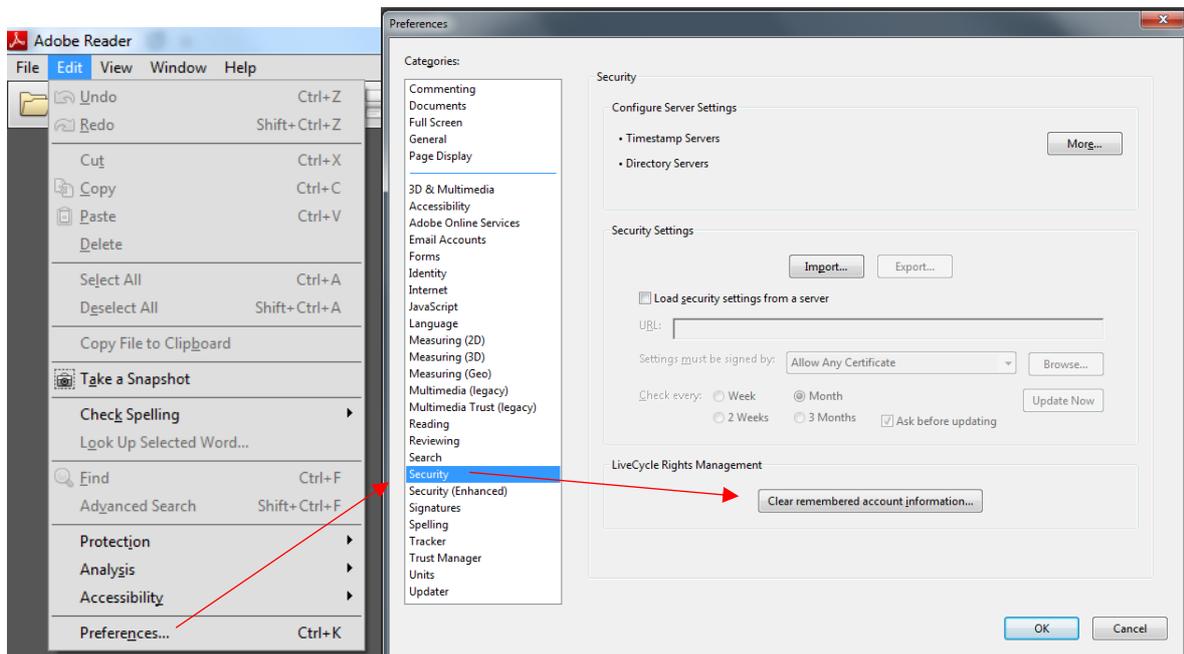
2. If you just registered for a British Library On Demand account and tried to download the document within 5 minutes, the download will fail. Contact British Library Customer Services and ask them to re-send the document. You will need the reference number (e.g. ED01234).

This computer must be connected to the network in order to open this document.
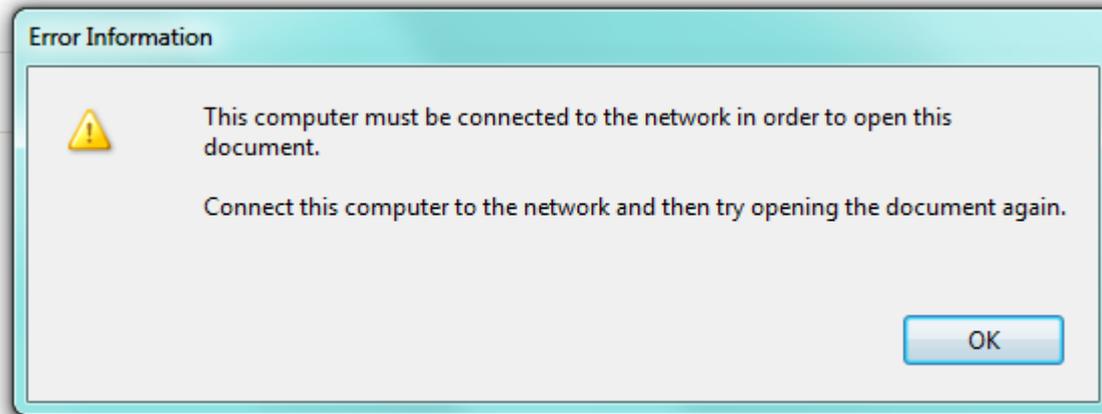
This occurs because Adobe no longer support old versions of Transport Layer Security.

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 these instructions, 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:
https://get.adobe.com/uk/reader/

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

Fields marked with a * are mandatory

Personal details

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

Security details

Username *	test	⊗
Password *	••••	⊗
Confirm password *	••••	
Secret question *	Favourite Colour	
Secret answer *	blue	

Terms & Conditions

Accept The British Library Online Account Terms & Conditions * ☑

Please tick the box if you would like to find out about our latest events, services and offers and how you can support the British Library. ☐

Please tick the box if you are happy for us to transfer your contact details to our carefully chosen partners so that they may contact you with details of their events and promotions. ☐

[Previous] [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
Password *	••••
Confirm password *	••••
Secret question *	Favourite Colour ▼
Secret answer *	blue

The username **must**:
- Be between **6** and **256** characters in length
- Not include spaces
- Not be your Reader Number.

Here the password is not secure enough:

Security details

Username *	test
Password *	••••
Confirm password *	••••
Secret question *	Favourite Colour ▼
Secret answer *	blue

Terms & Conditions

Accept The British Library Online Account Terms & Conditions *

The password must be:
- Between **8** and **20** characters in length

The password must contain the following:

1. At least one uppercase character from A to Z
2. At least one lowercase character from a to z
3. At least one numeric character from 0 to 9

Remaining characters required 4, numbers required 1, upper case characters required 1

Make sure you tick to accept the terms and conditions.

Terms & Conditions

Accept The British Library Online Account Terms & Conditions *

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

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 British Library Customer Services.