PLEASE NOTE: IN ORDER TO OPEN BRITISH LIBRARY 'DRM LITE' DOCUMENTS, YOU MUST USE ADOBE READER / ADOBE ACROBAT

- 1. You will receive an e-mail from noreply@bldss.bl.uk
- 2. It will contain a link that begins: <u>http://cds.bl.uk/delivery/Deliver.action?key=</u>
- 3. Click on this link resulting webpage should recognise your account if already created

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To view your document in Adobe Reader you will need to enter your British Library On Demand username and 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.

4. If your account is not automatically recognised you will be prompted to enter your British Library 'On Demand' username (normally the e-mail address you registered with)

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- If you have not already set up an 'On Demand' account with the British Library, follow the link in the e-mail to do so (or follow the link below): <u>https://newregister.bl.uk/Identity/Account/Register</u>
- Preferably, register using your Lancaster University e-mail address in the format [name]@lancaster.ac.uk – all British Library documents will be sent to your Lancaster University e-mail address
- 7. Once created, check for confirmation e-mail and follow link to activate your account
- 8. Once done, wait at least 10 minutes before trying to open a document

WHEN YOU OPEN A DOCUMENT

- *9. Please disable any active PDF viewer in your internet browser these documents will not open in the browser*
- 10. The document should automatically open in Adobe Reader / Acrobat (must be at least version 10)
- 11. If opening a document for the first time, you may be asked to input your 'On Demand' username and password:
 - a. Username should be your e-mail address (for recently created accounts) may be something else you chose for older accounts
 - b. Do not tick 'Remember me on this computer' if you are using a shared computer

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Access to this document is restricted by this remote server: Icdrm.bl.uk You must sign in with your account information to be granted access to this document. Your account information will be sent securely to the remote server. To learn more about what this means for you, please click on the 'Privacy and Security' button.	
Username	
Password	
Allow collection of detailed usage data	
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RESTRICTIONS ON USING THE DOCUMENT

- 12. The download link expires after 30 days
- 13. Once opened, save the document as normal and you can view it on your machine for up to 3 years
- 14. Please note you are only allowed one attempt to print the document

POSSIBLE ERRORS

- 15. Remember, British Library 'DRM Lite' documents will only open in Abobe Reader / Acrobat
- 16. Any in-built internet browser PDF viewer *will not* be able to open these documents
 - a. CHROME will give error 'Failed to load PDF'
 - b. MAC COMPUTER will show a blank screen
 - c. **IPAD / IPHONE** only access link through Safari browser (Chrome will not work) once opened in Safari you will see blank page need to import to Adobe Acrobat
 - d. See instructions on pages below for how to deal with these
- 17. Remember, if you have only just registered a British Library account, leave 10 minutes before attempting to download a document if you haven't and receive an error, contact <u>library.acquisitions@lancaster.ac.uk</u> as a new link will need to be requested
- 18. If you receive the following error when trying to open a document, your account details may need resetting in Adobe.

	Error Information	on
5		Access to this document is restricted. Your account does not have permission to open it.
5		ОК

- a. To reset account details in Adobe: choose 'Edit' 'Preferences'
- b. Scroll down to 'Security' on the left and click 'Clear remembered account information'

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Security (Enhanced)		
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c. Next time you try to access your document, you should be prompted for your username and password

SEE PAGES BELOW FOR INSTRUCTIONS ON HOW TO OPEN IN CHROME, MAC & IPAD / IPHONE

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MAC COMPUTER:

- a. The default PDF viewer is set to 'Preview'
- b. Find any PDF file on your computer, right click and select 'Get Info'
- c. Expand 'Open with' tab



- d. Expand default application box and choose Adobe Reader / Acrobat
- e. Once selected, click 'Change All' underneath and 'Continue' in the confirmation box



IPAD / IPHONE		
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