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FOREWORD

PLATFORM OVERVIEW
DeepKnowledge™ is a fully fledge online content search, discovery and retrieval platform.

It is powered by Techknowledge cloud based services.

We make it easier for institutions to subscribe to DeepKnowledge™, no software to install, no network settings to change, no IT expertise or costly hardware infrastructure to deploy.

All you need is an internet connection!

The online platform offers a wide range of features to the end users as well as reporting, usage statistics, access control management, content management and administrative options to library managers.

DeepKnowledge™ makes it easy for the end user to browse and search for subscribed content of his/her institution in one single place, thus reducing considerably the time required to find the right information. The use of Single Sign On makes it even easier for students, researches, medical staff and librarians to have access to subscribed content on-site and off-site as well.

Through its unique browsing and search interfaces, the user can go directly to the book, journal, article or online resource he is interested in, in just one click. Authentication is handled in a transparent way, so that users do not have to worry about logging in every time they need to review an online resource indexed by Deep Knowledge™.

Provided is a wide array of access and authentication methodologies via Deep Knowledge™ like individual user account based credentials, LDAP and internal user base repository integration, all without compromising remote access to the online resources and individual options like Bookshelves, usage statistics, federated search, content management...
GENERAL INFORMATION

AUTHORIZED USE PERMISSION
Permission is granted to copy, print and distribute this document under the terms and conditions of the Trial or Sale contract between Techknowledge FZ.LLC and the institution trialing or purchasing a DeepKnowledge™ product instance.

Altering or modifying or replicating and distributing only parts of this document is not allowed.

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ABOUT THIS MANUAL
This is a reference manual for the DeepKnowledge™ standard portal instance, version 4.0

Because this guide serves as a reference, it does not provide instructions on how to setup advanced access restrictions, deactivate registration, setup IP restrictions or manage content subscriptions.

It also does not outline the technical specifications, which can be provided on demand by sending a request email to support@techknowledge.ae

The e-library platform is constantly under development and improvement, and the reference guide is updated on a regular basis whenever there is a major version release or notable changes.

If you have any suggestions concerning additions or corrections to this user guide, please send them to support@techknowledge.ae

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Getting Started

Introduction

DeepKnowledge™ is an online-hosted e-library portal. You do not need to install anything on your computer in order to get started. Just get the portal URL from your library and follow the registration process in order get started.

Register a new account

Depending on the way your library administrator chose to setup your institution’s library portal access, you will be required to register a new account and activate it yourself, or wait until your library administrator approves your account.
Usually, the registration process will not take more than a few minutes to complete:

1. Fill up the registration form and submit
2. Activate your account by clicking on the activation link you receive by email

Registering a new account is done by clicking on the registration button in the e-library portal home page (figure2)

![Figure 2 - Click to register a new account](image)

On the top of the registration page, you will be prompted a message describing how your account is being approved.

The available options are:

- Register and activate your account by yourself (figure2)
- Register a new account a wait for the administrator to approve your access (figure3)

![Figure 3 - Automatically activate your account](image)

![Figure 4 - Registration is approved by the administrator](image)
After completing the registration form, you will get a confirmation screen and you will receive an activation email in case the e-library portal is setup to allow users to activate their accounts automatically.

In the case where account activation is done by your library administrator, you will then have to wait for the library approval, in which case you will automatically get notified when your account becomes active.

**Login**

After you have successfully registered a new account and activated your access credentials, you can simply login using your username (email) and password from the home page login section (figure4)

![Figure 5 - Sign In](image)

Once you have successfully signed in, you will be redirected to the main resources page where you can browse all available institutional subscriptions. More on the resources page in the section “Menu Items”

**Note on multiple sign-in:** it is important that you sign out every time you want to leave the e-library portal. For security purposes, and in order to get consistent reporting and usage statistics, multiple and simultaneous sign-in with the same credentials are not allowed.

If you want to login using a different computer or your mobile device, please make sure that you sign out first from your current session.
Forgotten password
In case you forgot your password, you can simply go to the forgotten password page by clicking on the “Difficulties logging-in?” link (figure5)

On the forgotten password page (figure6), simply enter your email address your registered with, and click on submit. Your will receive your password by email within a short time.
Updating your profile, changing your password

If you need to update your personal information at any time, simply go to the “Profile” menu, change the information (example: Specialty, Department, Alternate email...) and click on the “update details” button.

Although not necessary, we recommend that you regularly change your password. You can change it on the same profile page.

Just enter your existing password, as well as the new one you would like to setup and click on “change password” button.

Sign out

It is always a best practice to logout if you are not intending to use the system anymore.

You can sign out using the “Logout” link under your institution logo and next to your name. Logging out ensures that your account becomes open to use again, so that you can sign in again from another computer or device.

I cannot login, it says that I am already logged in?

If you cannot login because you have not signed out previously, or you accidentally closed your browser and your computer settings prevent “auto-login”, you will be presented with the option to immediately unlock your access simply by clicking on a link (figure 8).

You will be getting an email with a special link that will unlock your access and sign you in at the same time.

Figure 8 - Unlock account
**Note on session duration:** each time you login, you will remain signed in for duration of 60 minutes in case of inactivity. Every time you perform an action on the e-library portal (click on a link, submit a request, and switch tabs...), your session duration is reset to 60 minutes.

**Note on locked account:** in case you fail to sign-out or accidently close your browser, the system should normally log you in again as soon as you reopen the e-library portal.

However and in some rare cases where you might be using an old browser version, or your computer security settings configured to prevent cookies, your account may be locked for a certain amount of time. Please click on the unlock account or allow between 30 and 60 minutes in that case for the account to clear up automatically and try again.
Main menu items

The following menu items are shipping in all standard DeepKnowledge e-library portals:

- **HOME** is the library home page where you can sign in, view content such as announcements, library news and picture galleries
- **PROFILE**
  - **PERSONAL DETAILS** tab allows you to update your personal information and change your password
  - **OPTIONAL - BOOKSHELF** tab allows you to view your preferred articles, journals and books that you add from the A-Z or federated search results
- **RESOURCES** is the main subscriptions page where you can remotely access content simply by clicking on the link for each collection, database or product
- **INTER LIBRARY LOAN** is where you can request titles or resources that are not available on the library
- **PHOTO GALLERY** allows you to view the pictures and galleries that the library puts on the portal
- **MANAGE LIBRARY** is used by librarians to manage content, access, restrictions, generate usage reports, publish surveys, upload documents...
  It is only available if you are a library administrator.

Depending on the modules your institution has subscribed to, you will see the following menu items as well:

- **OPTIONAL - A-Z AND TITLE SEARCH** browse titles or perform basic title search
- **OPTIONAL - FEDERATED SEARCH** performs abstract and full text searches on all the subscribed content, and presents the results in a consistent and user-friendly format.
Profile page

Personal Details

You can use the profile page/personal details section in order to change your personal information as it appears on the user list for the librarian.

Use this page to change your password as well.
My Bookshelf
Use this section in order to open up any saved items, preferred titles, books and journals from the federated search results or the title list (A-Z)

In order to create a new bookshelf, just type in the name and click on the add button.

At this stage, the bookshelf is empty. You can add items to it by clicking on the “Plus” icon next to every search result from the A-Z list or the federated search results.

Note on bookshelf tab: this tab may not be available because your institution did not subscribe to the A-Z Title list or Federated Search Module.

Resources
The resources page is the default landing page each time you sign into the library portal using your personal credentials. It will list all the content that your institution is subscribing to, and is constantly updated in case new trials, subscriptions or changes are made.

Remote access and Single Sign On is enable by default, so that opening up a resources is as easy as clicking on the “ENTER” button for each one. You don’t need to supply any additional username and password in order to open the desired resource.

Content is organized by content type, which means that each tab will list a particular type of content. Depending on what kind of content type your institution is subscribing to, you may see a different number of tabs than the ones shown in the screen (Figure 9)

By default, the first tab “All Resources” will display all the content.

---

Figure 9 - Bookshelf Management page
Note on Content exclusions: Your institution might be providing content access to multiple internal or external departments, sub-institutions or entities. In this case, your librarian may choose to “hide” some of the content for some institutions, and display it for others. Please talk to your library in case you need to have access to additional content, or just the feedback link to send an email directly to your library.

This is what you can do on the resources page

- **Access content and subscriptions without the need to sign in to a different site** Just click on the “ENTER” button and the system will sign you in automatically to the desired database or site. In some cases, you may even get access to the third party database and get logged to your personal account directly, in which case you can have access to the third party personal account features such as Bookshelf, Saved Searches and more.

- **Rate content** Let your librarian know what is important for you. In most cases, libraries will take decision to keep or unsubscribe from a particular database based on the user’s feedback. Simply roll over your mouse pointer on top of the five stars for a particular content, and click on the star you would like to give to it. Your rating will anonymously appear on the librarian’s administration section.

- **Browse library documents** If your librarian has uploaded any internal library documents such as presentations, user manuals, quick guides or title lists, you can search inside the documents and download them at any time. Just go to the “Library Documents” tab and you will find there all the uploaded documents.
**Inter library loan**

If you need a particular subscription, book, journal, article or video and you cannot find it in the resources page, simply request it from your librarian.

Go to the Interlibrary Loan (ILL) page, fill out all the details related to the needed document and submit.

Your library administrator will automatically receive a notification by email and will be able to follow up with you. You can check the same page from time to time in order to see the status of your request. Once it is approved and completed, you will be notified automatically by email.

---

**Figure 11 - Inter Library Loan form**

**Figure 12 - my ILL Requests**
Photo gallery

Here you can see all the picture galleries for events that your institution library may upload into the library portal. Just click on a gallery and start viewing the pictures by clicking on the next icon or Left/Right keys on your computer keyboard.

![Figure 14 - Photo galleries](image-url)
A-Z/Title Search

If your library is subscribing to the A-Z Title listing, you will see an “A-Z” and a “Title Search” menu on your screen.

This page is used to go through the list of subscribed titles, search by title, browse by content type or subject.

If you would like to add a particular title to one of your bookshelves, simply click on the “Plus” icon next to the title and you will be prompted with a menu to add the title.

See above “Bookshelves” for more information
Federated Search

Federated search is a powerful engine that performs real time search across all the library subscribed content, retrieves the results and displays them in a consistent format.

Depending on which federated search option your library has subscribed to, you will either be able to use a federated search that does simultaneous searching and retrieval, clustering of search results and intelligent ranking based on relevancy.

Otherwise, you will have access to an even more powerful module called “Discovery Service” that does all the above and takes the content search and discovery to the next level by performing advanced filtering, presenting more relevant results and goes beyond library catalogs and other content search tools.

The default federated search service interface looks as described in the figure 11. Please review the different sections and buttons available on the screen for more information.
**Tips on using federated search:**

- Searches can include multiple terms. “AND” operator is the default. If you would like to change it to “OR”, please click on advanced search link next to the search button and change “Match” to “Any”.
- Use * to search for the term with 0 or more additional characters. Example: `compute*` will return results for the terms *computing*, *computer*, *computerized*.
- Search is not case sensitive.
- Try putting as much keywords as you can in order to filter down to only the content you are looking for.
- Use the advanced search and combine several criteria like author, publishing date, title name along with the keywords in order to get a more accurate result set.
- Use the powerful clustering engine in order to narrow down your results only to the subject you are interested in (left side of the screen).

![Figure 17 - Federated Search window](image)
Administrative access

Library management and reporting tools
If you are an administrator, you will be able to access a whole range of access management tools, content management, reporting and business intelligence, monitoring services and custom mass mailing system.

The following sections describe one by one each administration module.

The Dashboard
As a librarian, administrator and/or decision maker in the library it is important for you to review the e-library access and usage on a regular basis. The dashboard let’s you do exactly that by providing you an instant real-time overview of the e-library usage, connected users, registrations, logins, content views, resources popularity...

We believe that the usage information is critical to the success of any library, and therefore we constantly improve our analytics tools to provide you with the best system that helps you take decisions based on facts and evidence.

The dashboard page is usually divided into several sections related to logins, registrations, content views, user popularity, and content popularity by publisher/type, user rating results...

Each section has also a set of links next to the chart area that lets you view the detailed information.

You want to see who is currently logged in the e-library for example. That is easy, just click on the link “Currently logged in users”

The same approach is used for all other dashboard sections, any link will show you the detailed listing and information.

Please login now and start going through the dashboard information, sure you will love it!
Figure 18 - Dashboard screen A
Generate a usage report
You can generate a usage report at any time using the powerful reporting tools available for administrators.

There are several available criteria that you can choose from in order to filter your usage and reporting data:

- Entity or institution
- Profession
- Start and end date

You can also drill down to the end-user level (when you select an institution) in order to get usage reports for a particular user if you need to.
Reports

* All dates and times are shown in GMT + 04:00:00 Arabian Standard Time format.

Filter by Criteria

Entity:
Mafraq Hospital

Profession:
Medical Student - Medical

Users:
--All--

Start Date: 12/18/2011
End Date: 6/18/2012

Include expired resource statistics

Check if you want to include expired content in the usage statistics

Figure 20 - Available criteria for generating a usage report

PRINT, EXPORT & SETUP ALERT

Summary

Click here to open the printer friendly format, export to PDF or setup weekly auto delivery

Total Number of Registrations: 1171
Total Number of Views: 45327
Total Number of Logins: 31338

Usage summary

Figure 21 - Export to PDF or setup auto-delivery to your email
The generated reports are fully-fledged usage reports that can be immediately used, sent by email or printed. They come with a summary section and a full description of every chart and usage indicator.

Figure 22 - Report Chart area A

Figure 23 - Report chart area B
Figure 24 - Report chart area C

Figure 25 - Report chart area D
Note on the Reporting data: our system is flexible enough to allow us to store, keep and scale usage data for your institution since day one. It does not matter for how long you have been subscribing to DeepKnowledge or how many users, traffic or usage you are getting. The usage reports can always be set to retrieve data from the first day the e-library was setup.

Manage who can access the portal
This section allows you to control how you would like users to access the portal, by allowing only certain email domain names to be eligible for registering.

IP restricted registration, Security Token restrictions and account approval by administrators are internally setup when your DeepKnowledge portal is configured. For more information about this section, please contact support@techknowledge.ae

Note on Entities: you may be part of a large institution and want to allocate access by department, sub-institution, country, campus or even by subject area. You also want to be able to get usage reports by entity.

In this case, you can simply add as many entities as you want in the access management page, they will automatically appear in the registration page for end-users and usage on the dashboard and reporting pages will be automatically organized by entity.

Create, publish and monitor polls & surveys
DeepKnowledge™ has taken a step further in bridging the gap between the learners, researchers, students and the library administration by improving content management modules and adding a fully-fledged survey-publishing tool into the e-library platform.

You can now create, publish and get reports anytime without any restrictions in terms of number of questions, type of questions or amount of responses.

All that is done very easily by following these steps:

1. Create a new survey, specify the name, header picture and completion message
2. Start adding questions and answers
3. Publish your survey

At this point, the survey is launched and is available for registered e-library members to take. If you wish to setup the survey and defer the start date, you can do so by specifying a date greater than today date when launching the survey. You can also control how long the survey will run until it automatically close.

At any given time, you can review every response, generate, print and export summary reports.
Create a new survey
Go to the survey management page under the “Manage library” menu and click on the “Create survey” button.

In the above screen, enter the name of the survey you wish to create, upload a header picture and type the completion message that users will see when completing the survey. Then click on “Create Now” button.
Your survey is created now and is currently in “Design mode”. Please start adding questions and answers now (figure27)

![Image of question adding interface]

Figure 27 - Add a new question

You can add many question types where the answer can be:

- Text
- Essay (Multiple lines of text)
- Date
- Yes/No
- Multiple choice answer
- Single answer to chose from multiple options

In addition, you can also choose to make a question mandatory or no.
Once you have completed adding all the questions and answers, you can then specify a start/end date and launch your survey.

![Figure 28 - Select launch/end date](image)

**Edit an "In Design" survey**

Before launching the survey, you can go back at any time and edit the survey by adding/removing/editing questions and answers. Situations may occur where you have a significant amount of questions and you would like to complete the survey creation the next day. No problem! Just leave the survey in design mode, and edit when you are ready to continue adding more questions.

The edit link will appear when you roll over your mouse point on top of the survey in the survey management page.

![Figure 29 - Edit an existing survey](image)
**Editing or removing questions**

You can also edit an existing question or even remove it before launching the survey, just use the Element Icons as shown in the screen (figure30)

![Editing or removing questions](image)

**Figure 30 - Editing or removing questions**

**Element Icons:** as long as the survey is still in “Design Mode”, you can edit the questions you have created the first time. Simply go to the list of surveys by clicking on Manage Library - Manage Survey submenu, roll over the survey you would like to edit, and then click on the “edit” link. At that point, you can chose to either edit the question you want, or even delete it by clicking on the desired action from the element Icons as shown in the following screen

**Reviewing answers and getting Reports**

You can review answers or generate reports at any time by going to the Survey management page, roll over the one you are interested in and click on “Reports”

![Main Survey Listing Page](image)

**Figure 31 - Main Survey Listing Page**
**Manage users**

We provide you with a powerful user management interface as a part of the administration tools to empower you as a librarian and put the control on your hand.

Use the user management if you want to

- Activate or deactivate a user account
- Upgrade a particular user account to administrator, or downgrade access privileges for an account
- Send a message to a library user
- Edit the user’s email or Staff ID for example
- Search for a particular user by name, email or any additional filter criteria you may have requested (See Intelligent Fields section)

![User Management](image)

**Figure 32 - User Management**

**Manage content**

All content management functionality works the same way and is subject to the same workflow:

- Only administrators can add new content (news, links, announcements, pictures, popups)
- If the administrator has the approval right, the added content is immediately posted online, otherwise an email will go to the “Super administrator” requesting approval on the newly posted content
- Once the content is approved, it is posted online and displayed to all users and public.
Each addition is recorded for historical purposes and can be later edited or deleted.

**Figure 33 - Example of adding News**
Manage albums and pictures

This page allows you to manage pictures that are displayed on the sliding area in the home page as well as the picture galleries.

Uploading pictures

So, your institution just finished hosting an important event that was organized by the library, a training session or an annual event. You would like now to share some of the great pictures that were taken during the event with all your e-library users and make them public.

Easy task, just create a new picture gallery, put a name on it and then scroll down in order to select the pictures you would like to upload. There is no limit in the number of pictures you can upload in one gallery, although we do recommend that the amount of pictures should be kept less than 30 per gallery, otherwise the gallery may become slower to load.

Useful Tips

✓ Keep the amount of pictures per gallery low, as it may affect page loading
✓ Try to resize the pictures to a smaller width and height before uploading them. The pictures are automatically resized anyways, so there is no point of uploading high resolution pictures above 800*600 pixels.
✓ Pictures are part of the content management workflow. If you are an administrator that does not have the approval rights, you will be able to upload pictures but they will remain invisible until they become approved.
✓ If you would like to make an existing picture gallery as the default home page slide, just click on “Set as Home page Slides” link
✓ Did you know that clicking on a picture gallery thumbnail would open a new window where you can type comments and manage pictures inside that gallery?
**Figure 35 - Picture Gallery Management**

**Figure 36 - Select the album and upload pictures**
**Notify all users by email**

We provide several tools in order to communicate with the library users, but out of all of them, the mass mail is the most powerful. Just fill up the subject and content areas, select your target audience and hit the send button. It does not matter how many users you have registered on your e-library, an email will go to all of them almost instantly.

Use this tool in order to keep your library users informed about any new trials, subscriptions, events...

![Mass mail tool](image)

*Figure 37 - Mass mail tool*
**Manage library documents**

This is where you can upload library documents and make them available immediately to your end-users. You can upload several types of documents (word, PDF, Excel, Powerpoint...) and all of them become full text searchable for end users.

![Figure 38 - Upload library documents](image)

**ILL management**

This is where you manage Inter Library Loans.
### Manage InterLibrary Loans

* If you want to join the Interlibrary Loan network, please contact Techknowledge at support@techknowledge.net.

* All dates and times are shown in GMT + 04:00:00 Arabian Standard Time format.

<table>
<thead>
<tr>
<th>Requested Title</th>
<th>Requested By</th>
<th>Requested On</th>
<th>Status</th>
<th>View Request And Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Biochemical Reviews</td>
<td></td>
<td>Monday, June 11, 2012 2:25 PM</td>
<td>Requested</td>
<td></td>
</tr>
<tr>
<td>Therapeutic Apheresis and Dialysis</td>
<td></td>
<td>Sunday, June 03, 2012 1:00 PM</td>
<td>Requested</td>
<td></td>
</tr>
<tr>
<td>Pediatrics</td>
<td></td>
<td>Sunday, May 27, 2012 1:12 PM</td>
<td>Requested</td>
<td></td>
</tr>
<tr>
<td>Arthritis and Rheumatism</td>
<td></td>
<td>Saturday, May 12, 2012 1:46 PM</td>
<td>Requested</td>
<td></td>
</tr>
<tr>
<td>Pediatric Radiology</td>
<td></td>
<td>Wednesday, May 02, 2012 1:54 PM</td>
<td>Requested</td>
<td></td>
</tr>
<tr>
<td>Nature Medicine</td>
<td></td>
<td>Saturday, April 28, 2012 12:30 PM</td>
<td>Requested</td>
<td></td>
</tr>
<tr>
<td>Neurology</td>
<td></td>
<td>Saturday, April 28, 2012 8:30 AM</td>
<td>Requested</td>
<td></td>
</tr>
<tr>
<td>Current Issues</td>
<td></td>
<td>Saturday, April 28, 2012 8:54 AM</td>
<td>Requested</td>
<td></td>
</tr>
</tbody>
</table>

![Figure 39 - Library Loan Requests](image)

#### Update ILL Requests

- **Type:** eJournal
- **Requested By:** Manal AlKindi
  (nizwa99@hotmail.com)
- **Year:** 1992
- **Issue:** 13
- **Author Name:** Bloke D. Paulos V, Rosal R
- **Requested On:** Monday, June 11, 2012 2:25 PM
- **Volume:** 13(suppl)
- **First Page:** S1-S4
- **Article Title:** diagnosis of porphyria recommended methods for peripheral laboratories
- **Updated By:** Not Updated
- **Last Updated On:** Not Updated
- **Request Status:** Under processing
- **Delivery Method:** Email delivery
- **Comments:** Document sent by email.

- [Submit in order to notify the user about the request status](image)
- [Change the request status](image)
- [Change the delivery mode](image)

![Figure 40 - Update an ILL Request](image)
Review the login history
Want to view where your end users are coming from? Simply go to the “Login History” and all the necessary details about the user, login/logout time, session duration and location can be found there.

Request additional fields
Use this section if you want to request additional fields to be added on your e-library registration page. Requests are sent to our support team in a specific format and may take up to 48 hours to complete.

For more information about this feature, please contact support@techknowledge.ae
Approve/Reject content submission
Library administrators with approval rights can review and approve posted content (News, Announcements, Informative Popups, Pictures...) before it becomes available publicly on the library portal.

Figure 42 - Approve posted content
FREQUENTLY ASKED QUESTIONS

This section provides frequently asked questions in the context of using DeepKnowledge™ portal by end-users as well as library administrators.

General Information

Q: What is DeepKnowledge?
A: Deep Knowledge™ is a full-fledged online content search, discovery and retrieval platform powered by DeepKnowledge™ online portal technology. It is used by hundreds of thousands of students, medical, academic and corporate researchers in order to access institutional content subscribed by their respective institutions.

Q: What is federated search?
A: Federated search is the technology of simultaneously searching multiple content sources from one search form and aggregating the results into a single results page. Federated search engines sometimes perform additional functions such as removing duplicates from the results lists and ranking documents against one another.

Q: How does federated search work?
A: The federated search engine takes the user’s search query, transforms the search terms to match each content source’s requirements, and submits the query to each of the sources simultaneously. When the search results come back from each of the sources, the federated search engine merges them together, modifying the look and feel of each of the result pages to have a single look and feel.

Q: What is interlibrary loan?
A: Interlibrary loan is a service whereby a user can borrow books or receive photocopies of documents that are owned by another library. Interlibrary loan service on DeepKnowledge can help you find books and articles that are not available on your institution’s portal and borrow from libraries across the globe.
For students, researchers and medical or academic staff

Q: How can I use interlibrary loan on DeepKnowledge?
A: Interlibrary loans are optional for your institution, if it is active for your institution, an interlibrary loan link will show up on the Main menu of the portal. Fill out the form, click submit and a library administrator will respond to your request. You will also receive an email whenever there is an update with the status of your request.

Q: How can I register?
A: To register:
1. Go to your institution’s library portal home page, usually www.myinstitution- library.com
2. Click on the register button
3. Complete the form
4. Click on create account button
5. Once you receive the activation email, click on the activation link
6. You are all set, now you can login using your personal username and password

Q: What is a security token?
A: Security token is a unique identification code for each institution automatically generated by the system. If it is required on the registration for your institution, please make sure you get it from your librarian before registering. Usually, security tokens are only provided during the trial period.

Q: Who will provide the security token?
A: Security token will be provided to you by your library administrator.

Q: Why is the Security token textbox in the registration form disabled?
A: This means that there is no need to provide the security token in the form.

Q: Why is the Institution field in the registration form empty? It shows up as a required field, can I leave this empty?
A: This means that your Institution does not have any sub-institutions or departments setup. If it is empty, you can leave this empty.
Q: Why is my email not being registered?
A: There are a number of reasons why your email cannot be registered:
   1. The email address you are trying to register is already in use by another user. Use a different email address instead.
   2. The email domain you have provided is not a valid domain associated with your institution. Ask your library administrator for a list of valid domains listed for your institution.
   3. The email you are trying to register is already in the system but was not activated. You can activate your email address by clicking the activation link sent to your email address when you registered.

Q: Can I use my personal email address to register?
A: Yes, if the email domain of your email address is listed on the valid domains for your institution. Ask your library administrator if your email domain is listed.

Q: How can I activate my account?
A: After registration, an activation email will be sent to the email address that you registered with us. To activate your account, click the activation link enclosed in the email.

Q: I did not receive an activation email, what do I do?
A: Make sure you have typed the email address correctly when you register. Check your Spam filter settings and look through your Junk emails folder. If the activation email is not there, you can resend an activation link anytime by clicking the “Difficulties logging-in?” link on the login page:
   • Enter your registered email address
   • Click the “Send Activation” button.

Q: Can I change my password?
A: Yes, you can. Once logged in, Click Profile and fill out the Reset Password form.
Q: How can I recover my password?
A: You can recover your password by sending it to your registered email address:
   1. Click the “Difficulties logging-in?” link on the login page
   2. Enter your registered email address
   3. Click Retrieve my password

Q: What happens when I accidentally closed the browser while logged in?
A: The system is flexible enough to allow you to continue your session even if you close
your browser (Internet Explorer, Firefox, Google chrome...), simply open your browser
again and go to your library portal as usual and you will notice that you are still logged-
in.

In some rare cases however, your browser or computer will not support or enable
cookies to be stored and as a result, a temporary account lock will happen. In this case,
please wait for at least 30 minutes before trying to login again or click sign out from
everywhere to force a sign out action. You will then receive an email with a secure link
to sign you out from all other sessions and it should be able to log you in automatically.

Q: I am trying to login but keep on receiving a message saying that i am already
logged-in, what can I do?
A: Please see above question/answer.

Q: What if I click sign out from everywhere and I did not receive any email?
A: Check your Spam filter settings and look through your Junk emails folder. If the
unlock email is not there, please contact support@techknowledge.ae.

Q: I am not receiving any email from the portal.
A: You may need to add the address noreply@deep-knowledge.net, to your "safe-list",
"white-list", or address book to ensure the emails do not "bounce off" of any filters in
place by your Internet Service Provider.

Q: What if I have a question that is not answered here?
A: If your question not answered here, please send us an email at
support@techknowledge.me
For library staff, IT Staff and managers

Q: I don't like the design of the portal, is it possible to change it?
A: Please contact support@techknowledge.ae for the available design templates and customizations

Q: What are the things that i can customize for my institution?
A: You can take advantage of the following sections to meet your institution’s needs:

1. Your own domain (URL)
2. Portal Title
3. Institution logo
4. Sliding Images via Library Management
5. News via Library Management
6. Quick Links via Library Management
7. Announcements via Library Management
8. Photo Galleries via Library Management

Q: How can i extend my institution’s trial period?
A: To request a trial extension, please contact your Techknowledge Sales Representative

Q: How long is my DeepKnowledge trial?
A: The trial period is usually 30 days and can be extended for up to 3 months free of charge.

Q: If my trial has expired, what is the next step?
A: Please contact your Techknowledge Sales Representative for more information

Q: Is there a limit in the number of products to trial in the portal?
A: There is no limit.

Q: Is there a limit in the number of users simultaneously accessing the portal?
A: There is no limit.
**Q:** Our institution is on a Manual activation mode on Registration, what does it mean and how do I activate Users?

**A:** On a manual activation mode, you will receive an email informing you that a new user has registered in the portal. The user will not be able to use the portal until you activate his/her account. You can activate this user by clicking the activation link enclosed in the email or by logging in to your admin account and activate through the user management section. Once activated, user will get notified by email together with the credentials and instructions on how to access the portal.

**Q:** What if I have a question that is not answered here?

**A:** If your question is still not answered, please send us an email at: support@techknowledge.me