

## Frequently Asked Questions

### 1. What does RightFind™ Professional do?

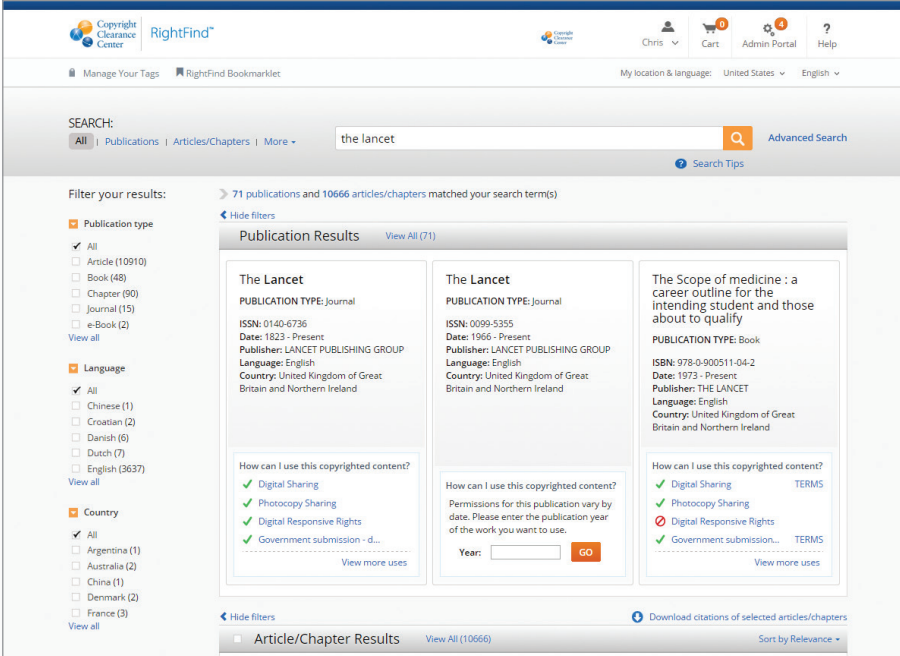
The RightFind content workflow solution streamlines information search and retrieval while simplifying copyright compliance and information management. You get immediate access to your subscribed content and options to purchase unsubscribed material, as well as accurate CCC license information on how you can share that content. If your information management team prefers centralized control over purchases, you can opt to create an approval workflow.

RightFind also includes content analytics that provide an instant view into your organization's content usage and spending to help you prioritize future content purchases and quantify the value of those purchases.

### 2. How do I verify CCC license coverage with RightFind?

RightFind features a user-friendly interface with clear indicators that tell you whether content is covered by CCC's Annual Copyright License.

Just type in the title of the work, confirm the title in the search results and verify coverage based on the way you want to use the content.



The screenshot displays the RightFind Professional search interface. At the top, there is a navigation bar with the Copyright Clearance Center logo, the RightFind logo, and user options like 'Chris', 'Cart', 'Admin Portal', and 'Help'. Below this is a search bar containing the text 'the lancet'. The search results are displayed in a grid format, showing three results for 'The Lancet'. Each result includes the publication title, ISSN, date, publisher, language, and country. Below the publication details, there is a section titled 'How can I use this copyrighted content?' which lists various permissions such as Digital Sharing, Photocopy Sharing, Digital Responsive Rights, and Government submission. The interface also includes filters on the left side for Publication type, Language, and Country, and a 'View All' link for each filter category.

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### 3. Am I required to use RightFind as my discovery tool?

No. You can search for content using whichever search and discovery tool you like, or use the RightFind application. Using the RightFind bookmarklet, you can link directly from any site or web page by highlighting the article title, DOI, ISSN, or any text you want to include in a RightFind search.

### 4. How can I access articles to which my organization does not subscribe?

RightFind enables you to link to articles that are available through Open Access sources, as well as documents stored electronically for which you have reuse rights to share within your organization. For those materials to which you do not have a company subscription, you can place an order to have the article delivered electronically.

### 5. How do I add my organization's subscription information to RightFind?

You can add your organization's subscription information by manually adding titles, uploading a spreadsheet of titles, or by simply entering your username and password for the publisher platform. RightFind will go to the publisher platform and obtain your holdings list for you.

### 6. What kinds of materials can RightFind store electronically?

RightFind can store published articles for which you have the right to share electronically under your CCC text license(s).

### 7. How can I manage content purchases through RightFind?

As a RightFind administrator, you can choose monthly invoicing or require that end users enter their credit card information to make purchases. RightFind allows you to set up an approval workflow so that all purchases are approved by an administrator before being ordered.

### 8. How does RightFind enable collaboration among employees and project teams?

RightFind's article tagging feature enables work groups to tag articles based on project names to share with other members of the team. Users can search by tags to discover the information that is relevant to their project.

### 9. How does RightFind aggregate usage statistics across publisher platforms?

Once you enter your administrator username and password for your publisher platforms, RightFind collects the content usage data and aggregates it into a single report.

### 10. Will RightFind work with my existing link resolver?

Yes. If you have a link resolver such as SFX or 360Link, the library holdings, as configured in the link resolver, can be exported and uploaded to RightFind. You can choose whether to use the link resolution capabilities provided by RightFind or continue to use your own links.

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## 11. Which publisher platforms are supported by RightFind?

RightFind supports over 120 publisher platforms including Elsevier (Science Direct), American Medical Association, HighWire Press, Sage, Wiley, Nature, Springer and many more.

## 12. How does RightFind handle Open Access content?

RightFind links out to PubMed Central. Look for other providers in a future release.

## 13. To what degree has RightFind been customized for my company?

Your company's installation of RightFind has been configured to make it more useful for you as an employee. For example, the system has been configured to designate an internal company contact who manages it. Each RightFind page also includes a link so you can send an email message to the designated company contact (generally a library or legal staff person) if you have questions about sharing content. The e-mail may go to an individual or may go to an alias for a group (for example, to allow the next available person on your company's library staff to assist you).

Additionally, each RightFind page includes your company's logo as a statement of your company's commitment to and endorsement of RightFind as a rights advisory tool.

If you have RightFind's digital library, your system can also be configured with your company's publisher subscription information, which allows you to link directly to articles. RightFind also stores articles obtained by your company for which you have reuse rights under your CCC license. With RightFind's content analytics, the usage statistics and costs for your company's subscriptions are aggregated and analyzed.

## 14. Can I access RightFind outside of my company?

Yes. When you're working within your company's IP ranges, you'll be automatically authenticated and have immediate access to the site. You can also create a username and password for gaining access to RightFind when you're not on your organization's network.

## 15. I share information as part of my job. What can RightFind do for me?

With RightFind you get immediate answers to your copyright questions every time you seek permission. You'll be able to use and share content quickly, with the confidence that you have the right to do so and that you are adhering to your company's corporate copyright and IP policies.

## 16. How much user training is required?

Very little. RightFind was designed to be highly intuitive and easy for you to incorporate into your daily workflow.

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## 17. What browsers is RightFind compatible with?

RightFind is optimized for the following browsers: IE9+, Firefox 15+, Chrome 28+, and Safari 5+.

## 18. Do I need to host the RightFind application?

RightFind is a software-as-a-service (SaaS) application. It is hosted in the cloud and therefore there is no hosting required on your part. The benefits of a cloud-based solution include:

- Built-in security and disaster recovery
- No new infrastructure requirements
- Automatic software updates
- Employees can work from anywhere — provided they have Internet access, employees can log in to your organization's RightFind application.

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