Publisher Portal: Managing the Special Request Workflow

We encourage Rightsholders to utilize the Publisher Portal. This is a suite of tools, rather than RightsLink Pub Admin, for managing special requests for the Republication Service. The Publisher Portal supports a workflow to view all of your special requests in a single environment with common tools and resources. This guide provides instructions to search, view, and manage these requests. If you have any troubles accessing via the link below, please alert your account manager.

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Log on by visiting: **pubportal.copyright.com**

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Locating Special Requests in Publisher Portal

- The Publisher Portal defaults to the Special Request tab. Or possibly the Permissions tab if your organization is enrolled in RightsLink for Scientific Communications.
- The Special Requests tab, located on the top toolbar, helps to manage the special requests of services; Academic Pay-Per-Use, Republication or RightsLink Permissions services.
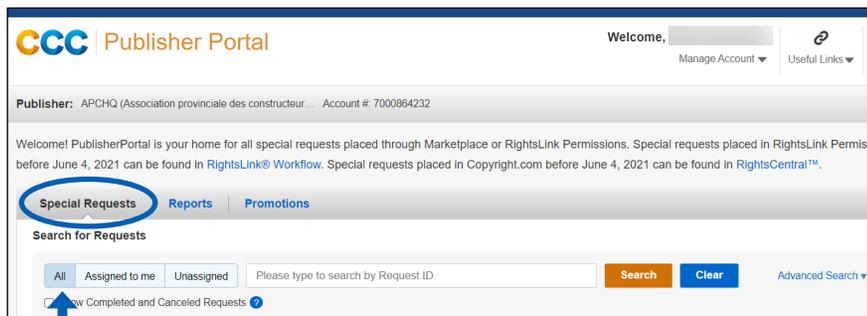
- By default, 'All' requests display but, you can choose to view by 'Assigned to me' or 'Unassigned'.
- If you would like to also show completed and cancelled requests in your results set, select the check box provided to include these items.

Searching Special Requests

- To search by Request ID, use the initial search box presented, (*see previous image*) enter the ID and click **Search**
- To search using other pieces of order information, select 'Advanced Search' to expand the menu with additional search filters.
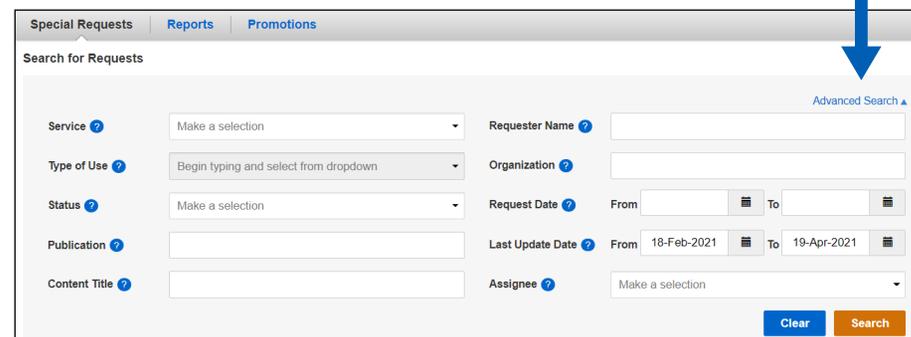
- Advanced Search parameters include Request ID, Service, Type of Use, Status, Publication, Content Title, Requestor Name, Organization, Request Date, Last Update Date, Assignee.
- Refine search results per page by clicking the down arrow to reveal options to increase the number of results per page from the default of 25 items
- Total search results are displayed beside the results per page dropdown
- Pagination options are offered to easily toggle among the results set.

Customizing the Special Requests Display

- To help you quickly sort and prioritize your special requests, click the Customize Display link above your search results.
- A window will appear where you can select the columns for the custom display that will be most useful for your needs.

Cont. Customizing the Special Requests Display
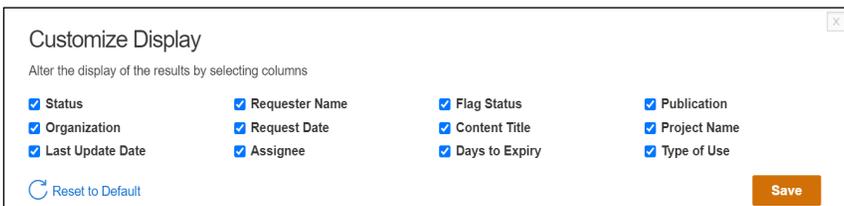
- Select the columns you would like included from the list of options.
- Check the box next to each column you want displayed.
- Use the 'Restore to Default' option to clear a customized display.
- After selecting all desired columns, click **Save**
  - o **Note**: *For users associated with multiple organizations, customized displays are only applied to the organization they are currently logged into. Customize your view in each of your active organizations.*
- The window closes and the columns you selected will be displayed in your search results.
  - o **Note**: *Depending on the number of columns you choose it may be necessary to scroll left-to-right. Reduce the number of columns in your display to eliminate left-to-right scrolling.*
- Results are displayed below the search box and you can reorder the display of the aggregated results by clicking the column headers.

Special Request Status Chart

Special requests can be put into the following statuses in PubPortal.

Status:	Explanation:
Accepted	Customer accepted an approved/priced request.
Approved	The publisher approved the request and provided pricing and any applicable special terms.
Awaiting Customer Reply	The publisher has requested information and is waiting for the customer to respond.
Cancelled by Customer	Customer closed the request.
Closed-Expired	An approved/priced request has expired. Requests close after 60 days of inactivity.
Closed-Inactive	The request was closed due to inactivity. Requests close after 60 days of inactivity.
Complete	The customer has checked out/finished an accepted request.
Customer Responded	The customer has responded to the publisher and provided additional information.
Declined	The customer declined a priced request.
Denied	The publisher denied the request.
Pending	The request is pending review by publisher.

Questions:

- Contact Customer Service at RIGHTSHOLDERS@COPYRIGHT.COM
- 855-239-3415 (Toll free in US only)
- 978-646-2800
- Live Chat option within the application