Springer Nature Librarian Portal
Frequently Asked Questions (FAQ)
Due to the merging of Springer and Nature content platforms, we have launched a combined Springer Nature Librarian Portal in line with our efforts to improve our user’s experience and provide a central location to manage Springer Nature licensed content.

As this new portal is rolled-out, and the separate ones are phased out, you may have queries or encounter problems. Please find answers to commonly asked questions below, or contact your local Customer Support team for further assistance:

- Customers in North, Central and South America: institutions@us.nature.com
- Customers in the Asia Pacific region: institutions.apac@nature.com
- Customers in the UK and Rest of World: institutions@nature.com

Log in and Registration

Will my Nature Site License Administration credentials also work for the new platform?  
No, unfortunately these credentials do not work for the Springer Nature Librarian Portal. However, you can use your Springer credentials.

If you don’t have a Springer account, check for an email from us with information on how to set-up credentials or go to librarian.springernature.com and follow the registration instructions.

Will my Springer Admin Portal credentials still work in the new platform?  

I can’t remember my password for Springer Admin Portal. What should I do?  
Please go to https://link.springer.com/forgot to reset your password.

I don’t have a user account. What should I do?  
Please go to librarian.springernature.com and follow the registration instructions or contact your local Customer Support team to request access:

- Customers in North, Central and South America: institutions@us.nature.com
- Customers in the Asia Pacific region: institutions.apac@nature.com
- Customers in the UK and Rest of World: institutions@nature.com
I received a registration email from SpringerLink, and not from the new portal. What should I do?
As we are merging the Springer and Nature systems, it’s possible that you still receive communications from the Springer Admin Portal. Please proceed with the registration process as usual and log in with your new credentials at librarian.springernature.com.

I cannot locate my registration email. How do I request another?
Please contact your local Customer Support team to request a new registration email:
- Customers in North, Central and South America: institutions@us.nature.com
- Customers in the Asia Pacific region: institutions.apac@nature.com
- Customers in the UK and Rest of World: institutions@nature.com

I can log in but I am not an administrator of any institution(s). What should I do?
Please contact your local Customer Service team with your user details and which institution(s) you should have access to:
- Customers in North, Central and South America: institutions@us.nature.com
- Customers in the Asia Pacific region: institutions.apac@nature.com
- Customers in the UK and Rest of World: institutions@nature.com

I can log in but I don’t recognize the institution(s) which I see or some are missing.
Please explain the problem in the dialogue box which will appear when you log in for the first time. Our Customer Service team will check and correct the data.

I can log in but I see the name of a colleague.
This is not a mistake in the database but happens because you have a shared set of credentials with your colleague. However, if you would like to amend these details, please contact your local Customer Support team with your user details and account information:
- Customers in North, Central and South America: institutions@us.nature.com
- Customers in the Asia Pacific region: institutions.apac@nature.com
- Customers in the UK and Rest of World: institutions@nature.com

New information architecture in the Librarian Portal

Where can I find my IP ranges?
Log in into the Springer Nature Librarian Portal and select the Access tab for all IP ranges from which your licensed content can be accessed.
Can I add more IP ranges?
Please contact your local Customer Support team to add, delete or modify any IP ranges:

- Customers in North, Central and South America: institutions@us.nature.com
- Customers in the Asia Pacific region: institutions.apac@nature.com
- Customers in the UK and Rest of World: institutions@nature.com

How can I change my MagicWord for Token based access?
Please contact your local Customer Support team to change your MagicWord:

- Customers in North, Central and South America: institutions@us.nature.com
- Customers in the Asia Pacific region: institutions.apac@nature.com
- Customers in the UK and Rest of World: institutions@nature.com

Can I still see the real-time customer usage for Token Based Access?
No, currently the Springer Nature Librarian Portal does not show how many customers are logged in. However, please be assured that no more than maximum allowance will be logged in at any time.

Where can I find information about my institution’s licensed content?
You can download a CSV of information for your nature.com licensed content, as well as your SpringerLink Title List, from the Content tab of the Springer Nature Librarian Portal.

Does the license CSV in the new portal include content from both Springer and Nature?
The license CSV includes only nature.com licenses. Your institution’s licensed SpringerLink content can still be viewed in the Springer Admin Portal, which can also be found in the Content tab in the new Springer Nature Librarian Portal.

Can I download title lists in KBART format for nature.com content?
Not at this time, but we are hoping to enable this soon and will communicate to all administrators once it becomes available. However, you can use the list of electronic ISSN from your Licenses CSV in the Metadata Downloader for similar results.

Will the Associated User feature still work?
Yes, the list of associated users is working as before via the original Springer Admin Portal until this becomes available on the Springer Nature Librarian Portal.
Where can I find information on my institution’s Articles on Demand (AOD) entitlement?
You can still find this in your Site License Administration Account. However, if you became an administrator after June 19, 2018 you will not have access to the Nature Site License Administration. Please contact your local Customer Support to request any information about your AOD entitlements:

- Customers in North, Central and South America: institutions@us.nature.com
- Customers in the Asia Pacific region: institutions.apac@nature.com
- Customers in the UK and Rest of World: institutions@nature.com

When will AOD information be displayed in the new portal?
We are aiming for the summary of AOD licenses, as well as the monthly usage report, to be available in the Springer Nature Librarian Portal towards the end of summer 2018.

Where can I see my nature.com Complete titles?
These are included in the licenses CSV which can be downloaded from the Content tab in the Springer Nature Librarian Portal.

Where can I download my COUNTER reports?
Nature.com COUNTER reports will be available through MPSI until end of September 2018. SpringerLink COUNTER reports are available as before in the Springer Admin Portal. We are aiming to have COUNTER reports for both brands in the unified Springer Nature Librarian Portal.

When will COUNTER5 be supported?
We hope to fully support COUNTER5 in January 2019.

General

When will Nature Site License Administration be switched off?
Nature Site License Administration will be phased out in the coming weeks. We will communicate before we switch off access to Nature Site License Administration completely. Switching off Nature Site License Administration is our next step in providing a unified way to administer all Springer Nature content.

When will Springer Admin Portal be switched off?
We will be releasing new features systematically and notifying you about these changes. Only after all features are moved and fully functional, we will switch off Springer Admin Portal.
Why can’t I edit my data in Nature Site License Administration?
The Springer Nature Librarian Portal is where you can find your content access and usage data. The Site License Administration is now only for reference and will be switched off in the upcoming weeks.

Will all other features which are in the Springer Admin Portal still work?
Yes, everything which can be administered via Springer Admin Portal still works.

Do I still have to use Nature Site License Administration tool?
No, this will become outdated over time. Administrators who have been customers before June 2018 should only go to the old Nature tool to check their AOD information. New administrators will not have access to this tool and should only use the Springer Nature Librarian Portal.

To whom should I direct any feedback on the new tool?
If you have any questions about the new portal and its features, please contact us snap-team@springernature.com

Contacts

Customer Support:
- Customers in North, Central and South America: institutions@us.nature.com
- Customers in the Asia Pacific region: institutions.apac@nature.com
- Customers in the UK and Rest of World: institutions@nature.com

Queries for Account Development, contact your representative
Queries for Sales, contact your licensing manager

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