

# Springer Nature Librarian Portal

Frequently Asked Questions (FAQs)

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Due to the merging of Springer and nature content platforms, we have launched a combined Springer Nature Librarian Portal to 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. Contact your local Customer Support team for further assistance:

- Customers in North, Central and South America: [institutions@us.nature.com](mailto:institutions@us.nature.com)
- Customers in the Asia Pacific region: [institutions.apac@nature.com](mailto:institutions.apac@nature.com)
- Customers in the UK and Rest of World: [institutions@nature.com](mailto: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, contact your local customer support team for further assistance:

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

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

Yes, Springer Admin Portal credentials work for the new Springer Nature Librarian Portal.

### **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?**

Contact your local Customer Support team to request access:

- Customers in North, Central and South America: [institutions@us.nature.com](mailto:institutions@us.nature.com)
- Customers in the Asia Pacific region: [institutions.apac@nature.com](mailto:institutions.apac@nature.com)
- Customers in the UK and Rest of World: [institutions@nature.com](mailto: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.com 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](http://librarian.springernature.com).

**I cannot locate my registration email. How do I request another?**

Contact your local Customer Support team to request a new registration email:

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

**I can log in but I am not an administrator of any institution(s). What should I do?**

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](mailto:institutions@us.nature.com)
- Customers in the Asia Pacific region: [institutions.apac@nature.com](mailto:institutions.apac@nature.com)
- Customers in the UK and Rest of World: [institutions@nature.com](mailto:institutions@nature.com)

**I can log in but I don't recognize the institution(s) which I see or some are missing.**

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](mailto:institutions@us.nature.com)
- Customers in the Asia Pacific region: [institutions.apac@nature.com](mailto:institutions.apac@nature.com)
- Customers in the UK and Rest of World: [institutions@nature.com](mailto:institutions@nature.com)

**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, contact your local Customer Support team with your user details and account information:

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

## New information architecture in the Librarian Portal

**Where can I find my IP ranges?**

Select the Access tab for all IP ranges from which your licensed content can be accessed.

**Can I add more IP ranges?**

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](mailto:institutions@us.nature.com)

- Customers in the Asia Pacific region: [institutions.apac@nature.com](mailto:institutions.apac@nature.com)
- Customers in the UK and Rest of World: [institutions@nature.com](mailto:institutions@nature.com)

**How can I change my MagicWord for Token based access?**

Contact your local Customer Support team to change your MagicWord:

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

**Can my institution sign up for Token based access model?**

The Token based access model will be replaced by a new access model. Therefore, we are currently not signing up new customers to this access model.

**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.

**Where can I see my nature.com title lists?**

These are included in the licenses CSV which can be downloaded from the Content tab in the 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 ISSNs 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 Content on Demand (COD) entitlement?**

nature.com Content on Demand (COD) - formerly called AOD - has been fully migrated to the Librarian Portal. Information and reports can be found on the Content, Access and Usage pages.

**Where can I download my COUNTER reports?**

COUNTER reports for SpringerLink, nature.com, SpringerMaterials, Adis, and Nano can all be downloaded from the Librarian Portal. Until November 2018 some conditions apply for nature.com COUNTER reports. Librarians are informed about these special conditions in the COUNTER data download tool in the Librarian Portal.

**When will COUNTER5 be supported?**

We hope to fully support COUNTER5 by the end of February 2019.

## General

**When will Nature Site License Administration be switched off?**

nature.com Site License Administration has been closed. Visitors to the old site are redirected to the Librarian Portal.

**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 incorporated and fully functional, we will switch off the Springer Admin Portal.

**Will all other features which are in the Springer Admin Portal still work?**

Yes, everything which can be administered via the Springer Admin Portal still works.

**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](mailto:snap-team@springernature.com)

## Contacts

**Customer Support:**

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

**Queries for Account Development** - [contact your representative](#)

**Queries for Sales** - [contact your licensing manager](#)

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