# Taylor & Francis eBooks

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# FAQ for Researchers| Taylor & Francis eBooks

## *Login and My Account*

**1. How do I access content?**

If you are on campus or within your institution's IP range, you should automatically be granted access to the content your institution has purchased.

If you are off-campus, please log in via Shibboleth or OpenAthens by clicking the "Login" button in the header on any page, then choosing the respective boxes and following the onsite instructions.

If you cannot find your institution, please contact your library.

**2. How do I sign up?**

Click the "Login" button in the header on any page. Then, click "Sign up" below the sign in box. You will need to enter your full name, email and password,. The password must be at least 8 characters long and include at least one of each of 0-9, a-z, A-Z and Symbol (e.g. ! # ? $).

You will be sent a verification email to the address you used in the sign-up process. Once that has been activated, you will have access.

*Please note that if you use Shibboleth or OpenAthens, you can log in with these directly without needing to sign up.*

**3. Why can't I log in?**

There are several reasons why you may not be able to log in.

Below are the most common situations:

• Have you completed the verification process? If not, look for the verification email in your inbox/spam folder. To have the verification email resent, press Sign-Up with the same email address.

• If you have forgotten your login credentials, contact Customer Support: support@taylorfrancis.com.

**4. How do I reset my password?**

· Click on the 'Forgot Password' link on the login screen

· Enter your email address to receive and email with instructions to reset your password.

*Note: You cannot reset your password for Shibboleth or OpenAthens through the above link. Please contact either your institute / organisation to reset passwords for accounts using those federations.*

**5. How do I change my password?**

Please visit your My Account profile to change your password. You need to enter your new password twice and click the Save button to change it. Remember your password should be at least 8 characters long and include at least one of each of 0-9, a-z, A-Z and Symbol (e.g. ! # ? $).

**6. What if I no longer have access to my registered e-mail address?**

Contact Customer Support at [support@taylorfrancis.com](mailto:support@taylorfrancis.com).

**7. How do I find out if I have access to a book?**

Within the search results page, a small green icon is displayed next to books or chapters to indicate you have access. Orange icons show open access titles, and, you also have access to these.

To filter the results to display only titles to which you have access, in the search results page, tick the checkbox for "Show content I have access to".

Within the product details page, there will also be a similar label indicating your type of access to the book. A message will be displayed if you do not have access to the book.

**8. How can I get access to a book?**

· On campus: access is provided by your institution automatically. You will be able to see which titles you can access (as in Q7, above). You will be able to read the title directly on the platform, or download as a PDF.

· Off-site: access is provided by logging into the platform via Shibboleth or OpenAthens; you will be able to read the title directly on the platform, or download as a PDF.

· Contact your librarian if you still cannot access the titles.

**9. Can I access individual chapters rather than the whole book?**

Yes, most books will have individual chapters which can be accessed, subject to your institution's license to the content. To access a chapter, scroll down on a book's product page to the table of contents. If chapter PDF downloads are available, a download link will appear next to each chapter.

You can also search for chapters directly, by doing a search for a keyword then opening the "Chapters" tab.

**10. What should I do if I can't find a book or don't have access to a book I should have access to?**

Please contact your institution's librarian, they will be able to take the necessary steps to action this.

**11. Is all Taylor & Francis content available on this site?**

All content currently hosted on www.tandfebooks.com and www.crcnetbase.com will be accessible. Please note, this site only supports eBooks.

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## *Access to content*

**12. How do I access Taylor & Francis journals content?**

To access content for Taylor & Francis' journals content, you can either visit www.tandfonline.com or www.cogentoa.com.

**13. How can I purchase content?**

If you would like to purchase a copy of a title for your own purposes, you can do that by visiting www.routledge.com or www.crcpress.com.

**14. What browsers are supported?**

The platform supports Internet Explorer 11 and above, Safari, Firefox and Google Chrome. UBX is also fully responsive on mobile and tablet.

**15. If I download an eBook, is it still going to be available offline?**

Yes, if your institution has full access to the book, you will be able to download the eBook and view it offline. Click on the download button next to the title. This will download the title in PDF format.

**16. Can I use the online reader on a mobile device?**

Yes, however there may be some features which will only be enabled on a desktop or on tablet devices but not mobile phone devices.

**17. To read online do I need to download any software?**

No, you can simply click read online and it will open in the same tab.

**18. Why can't I 'Read Online' for all books and chapters?**

Not all books and chapters are available in a format which our online reader can support. However, at a minimum, PDFs of books you have access to will be available for download at a book level.

**19. Is it possible to interact with content when reading online E.g. Highlighting, or adding notes?**

Currently these features are not available in the read online functionality. We do plan to have highlighting, adding notes, and 'search the web' features in the future.

**20. How can I get citation information?**

To get citation information for a specific book, please go to the book product page and click "Get Citation".

**21. What is the format of the citation?**

The format of the citation is American Psychological Association (APA) style. We plan to include other formats in the future.

**22. What is the publishing date?**

This is the initial publishing date for the book, regardless of format.

E.g. If a book was published in hardback format in 1980, then re-released as an eBook in 2010, the publishing date would be 1980.

**23. How do I filter my search results when searching for a book?**

To filter your search results, you will be able to see several options on the left hand side of the page once you have made your search. You will be able to filter your results based upon:

• Content you have access to (licensed content and open access content)
• Subject and sub-subjects at up to 4 levels
• Publication date
• Imprints (e.g. Routledge, CRC Press).

**24. How can I browse for all content in a particular subject?**

From the home page https://www.taylorfrancis.com/, scroll to "Browse By Subjects". Click on your top-level subject to be taken to the search results for all books and chapters under this subject. To refine these results, choose a sub-subject from the filters on the left hand side and/or add a keyword in the search box. Search results can be refined up to 4 levels of subject.

**25. Who can I contact for help?**

For general support requests for the website, please contact: support@taylorfrancis.com
For anything else, please contact your institution's librarian.