



AccessScience FAQ

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About the Redesigned Website

McGraw-Hill's AccessScience 2.0 is a complete redesign of the premiere online science resource, featuring the full, searchable content of the McGraw-Hill's *Encyclopedia of Science & Technology, 10th Edition* and related works.

What's New?

The AccessScience team interviewed both users and librarians and incorporated the enhancements to site design and functionality most often requested. The new site features and enhancements include:

- RSS feeds
- Flash® animations
- Image galleries (including images that can be saved to your personal space on the website)
- Videos
- Federated searching

- OpenURL
- Brand new fast, sophisticated search capability

At the heart of the new web site is the new semantic search engine. Semantic Search improves upon traditional research searches by leveraging XML data in order to increase relevancy of results. Semantics is the study of the implied *meaning of words*. More on semantic search can be found below under “navigating the site.”

The new generation of AccessScience gathers and synthesizes vast amounts of information, and organizes it to give you fast, easy and accurate access to authoritative articles in all major areas of science and technology. It’s easier than ever to find what you’re looking for and put it to use quickly.

- Over 8,500 online articles from the McGraw-Hill *Encyclopedia of Science & Technology, 10th edition*, and *Yearbooks of Science & Technology* (“Research Updates”).
- 110,000+ definitions from the McGraw-Hill *Dictionary of Scientific and Technical Terms*
- 13,000 illustrations and graphics, and bibliographies containing more than 28,000 literature citations
- Content contributed by more than 5000 researchers, including 36 Nobel Prize winners
- Biographies of more than 2,000 well-known scientists from the *Hutchinson Dictionary of Scientific Biography*®
- The latest news in science and technology from Science News® and ScienCentral® videos
- Continuously updated, fully-searchable, media-rich content, terms, images and videos

Navigating the Site








To return to the Home Page from any page on this site, click on the AccessScience logo in the upper left corner.

Content can be browsed two ways – via topic or alphabetically – from the home page. To browse by topic, select from among the 19 high-level topics on the home page, choose a sub-topic, and a list of all topics within that area of study will be presented. Selecting one of these topics will display a page with links to all the information on that topic available within the site’s extensive collection, including encyclopedia articles, Research Updates, dictionary definitions, and multimedia content.

The alphabetical (A-Z) browse functionality is available both on the Home page as well as at the top of all internal pages. Click on any letter to see a list of all topics covered on the site. Click on a topic and you’ll receive a page with links to all the information on that topic available on the site.

Explanation of the Icons

AccessScience Topic pages are organized by the kind of content available on a given topic, which can include the following:

	Encyclopedia article: Articles from McGraw-Hill’s <i>Encyclopedia of Science & Technology</i> .
	Research Update: Articles illuminating trends and developments in science and technology from the McGraw-Hill <i>Yearbooks</i> .
	Biography: Biographies from the Hutchinson Dictionary of Scientific Biography [©]
	News: Science News [©] articles on breaking news in science and technology.
	Dictionary: Definitions from the McGraw-Hill Dictionary of Scientific and Technical Terms [©]
	Image Galleries: Images and texts from AccessScience Image Galleries organized for in-depth review of scientific topics.
	Multimedia: Multimedia content (animations, tutorials, news videos, podcasts, and Images of the Week).

Search

The AccessScience search engine was built to allow the user to easily discover the wide variety of information the site has to offer on the multitude of topics covered.

In addition to the approximately 7,000 articles in *The McGraw-Hill Encyclopedia of Science & Technology*, the site features Research Updates, news articles, biographies, dictionary definitions, multimedia, and other useful assets. The search features of AccessScience are built upon the semantic data associated with all of these articles and other assets.

Semantic data is information that has been categorized so that knowledge itself can be processed instead of text, thereby enabling more meaningful search results. For example, a search for “NH₃” might not normally return results, but because we have semantically associated “NH₃” with the synonym “ammonia”, a search for “NH₃” will return results for the topic “ammonia”.

If a default search results in a semantic match, results will be displayed on a “topic page” showing relevant search results from all areas of the site. Simply clicking on any of those assets will show the full content.

However, if a search term does not match an existing topic or one of its synonyms, the site will automatically perform a full-text search for your entry, and deliver the results for your review. A full-text search returns instances of words within all assets, rather than assembling only information with meaningful relations.

The titles of the Encyclopedia and Research Update articles are the backbone of the site; if your search request matches up to one of these “root” terms or one of its synonyms, you will be taken directly to a page that has assembled all content the site has to offer on that topic. If your search is a close match, you may be asked to confirm your selection before being taken to the topic page. A spell checker is included to verify your input and if necessary suggest alternatives>

If a search matches multiple topics available on AccessScience, you will be asked to choose between those multiple possible matches, or you can choose to do a full-text search on your search term.

In addition to the default search functionality, searches can be customized in a number of ways by clicking on the “Search Options” link next to the search box on every page of the site. Under these search options, you can choose to do a full-text search, bypassing the semantically-driven topic search. You can also search within only specific asset types, content areas (encyclopedia only, for instance), or any of the 19 high-level topics (Chemistry, Mathematics, Physics, etc.) available on the site.

Audio & Video

Q: What software do I need to play audio and/or video files?

A: The animations and video presentations on AccessScience will play natively within your browser using an embedded Adobe® Flash Player. Adobe Flash Player is the high-performance, lightweight, highly expressive client runtime that delivers powerful and consistent user experiences across major operating systems, browsers, mobile phones, and devices. Audio presentations such as podcasts can be accessed with players such as Windows Media Player®, RealPlayer®, iTunes®, or QuickTime®

Technical Support Contact

For Technical support for AccessScience, contact our Help Support Desk by e-mail at techsolutions@mhedu.com, telephone: (800) 217-0059 (9:00 AM - 5:00 PM, Monday through Friday, Eastern Time).

Order Information

You may order online by going to the Order section. For help regarding the status of your subscription order or renewal, call U.S. toll-free telephone, 1-888-307-5984; from outside the U.S., 1-614-501-3389 and ask for the AccessScience order department; all calls between 8 AM and 5 PM Eastern Time. You may also contact Customer Service by e-mail at OnlineCustomer_Service@mcgraw-hill.com or by fax at 1-614-759-3823. When faxing, please mark your fax: "Attention: AccessScience Team."

Subscriptions

Q: How do I get help with my subscription?

A: For help regarding the status of your subscription order or renewal, call U.S. toll-free telephone, 1-888-307-5984; from outside the U.S., 1-614-501-3389 and ask for the AccessScience order department; all calls between 8 AM and 5 PM Eastern Time. You may also contact Customer Service by e-mail at OnlineCustomer_Service@mcgraw-hill.com or by fax at 1-614-759-3823.

Q: What if I forget my user name and/or password?

A: You can retrieve your login information using our online Password Reminder, if you are the admin contact on the account. Contact the Help Support Desk by e-mail at techsolutions@mhedu.com, telephone: (800) 217-0059 (9:00 AM - 5:00 PM, Monday through Friday, Eastern Time).

We will ask for your name and address, and will access your account online. We will then email the user name for your account to the email address supplied upon registration. Since passwords are encrypted, we cannot determine your original password. We will change your password to a generic password, email that to your specified email address, and then you have the option to change your password.

Q: How private is the information that I supply in my registration form?

A: The information that you supply is covered by McGraw-Hill's Privacy Policy and is used to provide you with the best possible service for AccessScience. For more details on McGraw-Hill's Privacy Policy, please click on the "Privacy Policy" link at the bottom of any screen in AccessScience.

Q: How do I change information in my personal profile, for example, a new address or telephone number?

A: E-mail the new information to our Customer Service department at OnlineCustomer_Service@mcgraw-hill.com. Please include your username in the e-mail.

Display and Recommended Browsers

Q: Which browser should I use?

A: The interface supports all standards-compliant browsers, such as Internet Explorer 7, Safari, or Firefox 2. Users of older browsers may find some pages that deviate from the optimized design. However, we have developed the site to retain functionality with these browsers as much as possible, and we will work with subscribers that have not yet upgraded their browsers to resolve any problems they might experience.

Printing

Q: How do I print an article?

A: To print an article, click on the "Print View" link at the top of each article page. This will take you to a version of the article in a new window, formatted for printing on 8.5" x 11" (216 x 279 mm) paper. , Illustrations and/or tables are included, However, the exact layout of the larger tables and illustrations depends to some extent on your printer set up; some of them may not print exactly as you see them on the screen. Once your browser has loaded the article, you can print as you normally would any document. When you are done printing, just close the window with the print version to return to the online version of the article.

Contacting Us

There is a [Contact Us](#) page always accessible in the top right corner of the site. On that page, you will be asked to provide some information about the type of question you have so that we may provide an answer or response in the most efficient way possible. You can comment on an article, suggest a new article, suggest a question for our Q&A section, or ask a subscription question.

For Technical support for AccessScience, please use the [Contact Us](#) form to reach our Help Support Desk by e-mail, telephone us toll-free at 1-877-304-3225 (U.S.) or 1-617-746-2857 (from outside the U.S.) (9:00 AM - 5:00 PM, Monday through Friday, Eastern Time), or send us a fax to (U.S.) 1-617-783-4375.

For help regarding the status of your subscription order or renewal, please use the [Contact Us](#) form to reach our Help Support Desk by e-mail, telephone us toll-free at 1-888-307-5984 (U.S.) or 1-614-501-3389 (from outside the U.S.) and ask for the AccessScience order department, available between 8 AM and 5 PM Eastern Time. You can also reach the Help Support Desk by faxing us at 1-614-759-3823; please mark your fax: "Attention: AccessScience Team."

Institutional subscribers may contact the order department at the numbers above or , by telephone at U.S. toll-free telephone, 1-888-307-5984; from outside the U.S., 1-614-501-3389 and ask for the AccessScience order department; all calls between 8 AM and 5 PM Eastern Time or by e-mail at OnlineCustomer_Service@mcgraw-hill.com.

Access Control

AccessScience offers a full suite of access options for institutions, including:

IP Authentication. Institutional subscribers submit their network IP ranges to McGraw-Hill during subscription setup. These ranges are verified and loaded into the system and all users coming from inside the range are automatically provided seamless access under the institution's account.

Referring URL/Domain. Institutional subscribers can place registered links to AccessScience behind their secure login (for example, a library site that has already validated a student). The institution must register the domain and URLs where the links are placed with McGraw-Hill during subscription setup. These links will then automatically and seamlessly log the user into AccessScience every time they are clicked.

Bar Code. Institutions can register bar codes with AccessScience. Institutions must provide the bar code prefix, length of the codes, and link to the bar code validation from a registered referring URL/domain (see previous item). The site will verify the bar codes conform with the rules and provide access to the users that provide valid bar codes.

Global UN/PW. A global username and password can be used to access the site from all locations under the institution's account.

OpenURL Information

All McGraw-Hill ACCESS sites are now OpenURL enabled – including AccessScience.

Q: What's the big deal?

A: Now, thousands of links to journal articles and books from inside AccessScience can steer users to full-text institutional collections. Instead of seeing only the abstract in the databases or journals in PubMed, the user can go to the full text or shelf location of journals or books their institution owns.

The institution's OpenURL resolver will find any version of the specified article in archive databases, aggregators, or other active services.

Q: How do I set up my institution for this?

A: Institutions with OpenURL link resolvers simply need to contact McGraw-Hill with their link resolver's base URL and the AccessScience team will handle setup and activation.

1. Institution tells you their OpenURL resolver Base URL.
2. You send an e-mail to OnlineCustomer_Service@mcgraw-hill.com with two things: who the account owner is and what the base URL is.

We will confirm when it's set up.

Statistics Package

Q: How do I view my institution's statistics?

A: Statistics are available for each institution at:

<http://www.accessscience.com/statistics/>

Institutional administrators must use their administrative username and password to access their statistics. All standard data points are covered in monthly and yearly views, including:

- Sessions
- Searches
- Secure content retrievals (broken down by resource)
- Turnaways

Stats can be viewed online or exported to CSV format directly from the interface.

Please note that the new AccessScience statistics will cover activity from August 16th, 2007 into the future.

All previous stats will remain available on the McGraw-Hill site

<http://www.mhprofessional.com/accessscience/stats/>

Federated Search

About

When the AccessScience product re-launches on August 16, 2007, customers currently using federated search to enable links to the site will need to “re-index” the site or use Silverchair’s ContentShare directory to keep their links current. The instructions for customers currently using federated search and for customers who would like to begin using federated search for the first time are the same.

Option 1: ContentShare Directory

The best option would be to take advantage of Silverchair’s ContentShare directory (spec attached). To do this, they will need to:

- Register the IP address of their crawler with McGraw-Hill
- Abide by the restrictions of us contained in the spec (crawl during off hours, requests of no more than one page every two seconds, etc.)

Further instructions for pointing to the ContentShare directory are available in the spec.

Option 2: Spider Live Site

Alternatively, customers or their federated search partners may choose to simply spider the web site and not use the ContentShare directory. To do this, they will need to abide by the same restrictions as above, but the instructions for executing this option are as simple as gaining access for their IP range and spidering the site.

Any questions on the above can be directed to Online Customer Service. If your institution wishes to incorporate AccessScience in its federated search engine, please contact

OnlineCustomer_Service@mcgraw-hill.com.