Knovel Account Administration FAQs

1. Where is account administration located?

In the top right hand corner of Knovel’s home page (http://app.knovel.com/web), you will see “Welcome <your name>” if you are logged in. (If you do not see this welcome message, you need to log in.)

Mouse over the welcome message and a menu will appear. Click “Admin Center” on the menu to access the administration pages. If you do not see Admin Center as an option, you have not been granted administration access. (For information on how to obtain administrator rights, see question #2 below.)

Please note: you will be asked to log in again at the Admin Center. Please use the same the same username and password you use for Knovel access.

2. How do I become an account administrator?

Contact the main administrator on your account, and s/he can grant this access to you. If you are unsure of whom the administrator is, you may also contact Knovel Support (email: support@knovel.com / phone: (866) 324-5163 / Live Chat). We must get the approval of your current account administrator before adding any new administrator to the account. You must have or will need to create a profile for yourself on Knovel to take advantage of admin center access and related features.

3. How do I grant administration rights to a user?

Under Administration, click “User Management.” Find the user you would like to grant these rights to by searching for their name or email address. Once you have found the user, click their name or email address to access their profile.

You can grant a user one of two levels of access:

1) Organization Admin - provides ability to view and change information on the account, as well as access to reports.
2) Support Admin - provides ability to view information and reports only.

To grant a user with either access, choose “Yes” next to the appropriate role and click the corresponding Make Admin or Support Admin button to confirm.

4. Did the Knovel URL change?

Yes, the new home page URL has changed to http://app.knovel.com/web.

5. Do I need to immediately change the links for Knovel?

No, Knovel will redirect your users to the new site until the old platform is retired. You will receive notice well in advance of any changes made to redirects and provide all the necessary information to make the URL changes.

6. Will MARC records be updated?

Yes, they are currently updated with the new book URLs. Please be sure, before requesting a full update of all your MARC records, you have selected the collections marked academic and the collections chosen reflect your current Knovel subscription.
7. Will you notify Serials Solutions, Ex Libris, and EBSCO of these changes?
   Yes, we will do so at the same time we update our MARC records. These services should update their records for Knovel accordingly.

8. How do I reset a password?
   Under Administration, click “User Management.” Find the user by searching for their name or email address. Once you have found the user, click their name or email address to access their profile. At the bottom of their profile, click reset password. This will reset the password to abcabc1. NOTE: You will need to notify the user what the temporary password is. There is no other notification sent.

9. How do I create a profile for a user? (NEW FEATURE)
   Knovel encourages you to work with users, so they can create their profile. If they have any issues accessing the registration page, please contact Knovel Support (email: support@knovel.com / phone: (866) 324-5163 / Live Chat).
   In some cases, you may wish to complete registration on the users’ behalf. To create a profile, click Administration then User Management then Create User. (If you do not see this option, you do not have the proper level of administration access.) Fill out the form for the user and click Create. This creates an activation email to the user, which must be used to access Knovel the first time.

10. A user has left my company. Can I disable their access to Knovel?
    Yes, you can disable a user so that s/he can no longer access Knovel and cannot re-register.
    Under Administration, click User Management. Find the user you would like to disable by searching for their name or email address. Once you have found the user, click their name or email address to access their profile. Next to Person Status, choose Inactive then click Change Status. You can also re-activate previously inactive profiles this way too.

11. Can I view the IP addresses associated with my account?
    Yes, click Organization Management. Scroll to the bottom of the page. Under IP Address Ranges, you will see a list of all IP address associated with your account.

12. Can I change my IP addresses associated with my account?
    Knovel Support must make the IP address changes for you. Please contact Knovel Support (email: support@knovel.com / phone: (866) 324-5163 / Live Chat) with any IP address updates.

13. Can I add or update my logo on Knovel?
    Yes, and it can be placed on the homepage of Knovel to the right of the search bar.
Under Administration, click Organization Management then Update Logo. Click Choose File to find your logo on your computer. The logo must be a jpeg file that measures 60 x 180 pixels. Once you have chosen your logo, you can see a preview of the image. You may crop the image to the appropriate size or leave as is. Click Upload to place the logo on your Knovel account.

14. What sort of reporting is available to me as an administrator?

You will have access to three reports, available in both PDF and Excel formats:

- **Monthly User Activity Report** – This report shows the usages of each individual user by month for the past 24 months. It also shows any organization or location information you have provided to Knovel.
- **Registered Users Report** – This report shows all (both active and inactive) users who have registered for your account including details on the date of registration and organization or location information (if supplied).
- **Titles Report** – This report provides a list of all content included in your current subscription. This is where you can also find a list of new content available on Knovel each month.

15. Can I view historical usage reports?

You will be able to view the past 12 months of the Monthly User Activity Report.

16. Is there any change in the usage data reported?

None of the usage data reporting has changed. However, some of the label names were changed to clarify what was reported. Note the new labels:

- Titles Visits is now named Resources Viewed
- Secured Chapters Viewed is now named Sections Viewed
- All Activity is now named Activity Summary
- Secure Content is now named Subscription Activity Summary
- Bundle Summary, Subject Area & Premium Content Summary

17. Can I create a list of all the titles in my subscription?

Yes, click Reports. Next to Titles Report, choose All Titles and click Download Titles Report. This creates a spreadsheet with all the titles in your subscription including publisher and a link to each book.

18. Where is the Account Configuration menu?

Account Configuration is located under Organization Management > View Settings. All the Same Options are available.
19. **How do I change the default search and browse view for my users?**

   Under Organization Management > View Settings, you may change the option next to Default to My Subscription. Choosing Yes means your users will only see the content to which you are subscribed. Choosing No means all content available on Knovel will be shown.

20. **What are the support hours?**

   Support Hours are from 08:00 to 20:00 Central US (GMT -5:00) Monday – Friday.