



DRM LITE

FREQUENTLY ASKED QUESTIONS

What is DRM Lite or 'plug-in-less' delivery?

DRM Lite is an electronic delivery method that allows [British Library On Demand](#) to supply secure, encrypted documents, ensure that the item is used only as permitted, and protect the rights of the copyright holder. Access to the document is by username and password via Adobe Reader 10 or above. The document is locked to a user rather than a machine, meaning it can be viewed anywhere on any device, including smartphones and tablets. Users are required to be registered for [British Library On Demand](#) to open documents.

How do I select DRM Lite as the encryption format for my organisation?

Business account administrators and account managers can log in to the [Business Account Administration](#) page and amend the copy encryption format to DRM Lite. This is in the Document Supply Ordering Options tab. Alternatively [Customer Services](#) can update your preferences.

How do I order a document to be delivered via DRM Lite?

Once your copy encryption format has been amended, documents are ordered in exactly the same way as any previous secure electronic delivery requests.

How do I open a document using DRM Lite?

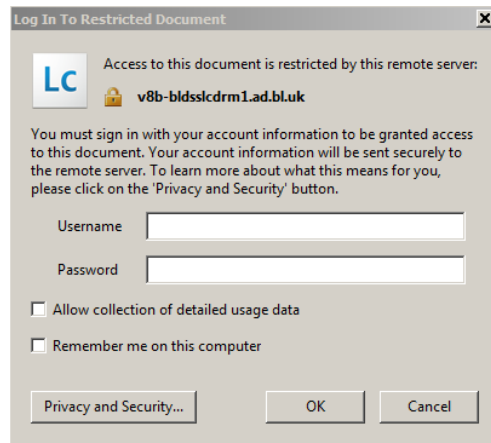
A link to the document is delivered by email and this link will take you to the download page. Please note that you must have access to the internet to download your document and each time you open it.

If you are registered for On Demand and the system recognises your email address and you will be prompted to click to download your document.

If you are registered for On Demand and the system does not recognise your email address, you will be prompted to enter your username or registered email address before you click to download your document.

If you are not registered for On Demand, you can register by clicking '[Register for On Demand](#)' on the download page. Follow the instructions, which include activating your account. Return to the download page and enter your username or registered email address before you click to download your document. Please note that it can take up to five minutes for our records to be updated with a new registration so please retry if your initial download attempt fails.

Once you click to download your document you will be presented with the following prompt. Some mobile devices may require you to go to your downloads before you can access this prompt.



Enter your username and password to access the document.

You will need to enter these details each time you access the document, unless you check the 'Remember me on this computer' box. Please DO NOT check this box if you are accessing the document on a shared computer.

How many times can I print the item?

You may only print one paper copy, from which you may not make any further copies. You may not make further electronic copies or convert the file into any other format. You may not cut and paste or otherwise alter the text.

Can I forward the document to someone else?

Once the document has been downloaded by a user, only that On Demand user may access it. However, prior to that, download links may be forwarded to other email addresses if the document is not already associated with an On Demand user.

Why won't my document download or open? Why am I seeing blank pages?

Is your device connected to the internet? Online access is needed every time you open the document.

Are you using Adobe Reader as your PDF viewer? If your browser's default PDF viewer is not Adobe Reader, you will need to disable it before documents can be read. The Google Chrome PDF viewer can be disabled by typing 'chrome://plugins' into the address bar, then scrolling down to 'Chrome PDF viewer' and clicking 'Disable'. Chrome users may avoid having to disable and re-enable their PDF viewer by using a different browser such as IE or Firefox to download documents from On Demand.

Are you using a compatible version of Adobe Reader? Adobe Reader 10 or above is required on any device you use to view documents, including mobile devices.

Has a previous user locked you out by selecting 'Remember me on this computer'? If so, in Adobe Reader go to 'Edit' > 'Preferences' > 'Security' and click and confirm the 'Clear remembered account information' option, then retry the download link.

Has the download link expired? The download link will remain live for 30 days from the date of the original email sent from the British Library. If the download link has expired, the item will need to be re-ordered.

I can't get Adobe Reader. What other options are there?

Unfortunately, DRM Lite only works with Adobe Reader 10 or above, and documents will not open with any other PDF viewer.

For how long can I access the document?

The article is not automatically saved and you must save it to a device when prompted by your browser or click 'File>Save As' in Adobe Reader. Once the document is saved, you will have access to it for three years from the date of supply, after which you will be locked out of the document permanently. If files are not saved, access from the download link will expire after 30 days and the item will need to be re-ordered.

What do I do if I have forgotten my British Library On Demand username or password, or if my password changes?

If you have forgotten your username or password, you can request a reminder to be sent to your registered email address from the login link on the [On Demand home page](#).

If your password changes, you can continue to access saved documents using your latest password. However, you may need to clear the remembered account information in Adobe Reader. You can do this by going to 'Edit'>'Preferences'>'Security' and clicking and confirming the 'Clear remembered account information' option.

How can I continue to access documents previously downloaded with FileOpen or Adobe Digital Editions?

To ensure access for up to three years, you will need to keep FileOpen or Adobe Digital Editions software on the device onto which the document was originally downloaded.