

Frequently asked questions

A quick guide to purchasing and accessing our content. If you have more questions, please [contact us](#).

How do I know if I'm a corporate customer?

If your company is a private legal entity with limited or public liability who is selling goods or services then you are classed as corporate.

How many times can I download a journal article or book chapter?

There are no DRM restrictions for authorised users with an active company subscription, however users will be blocked if excessive activity is detected on the site

Will I be able to share content links with other company employees?

This will depend on where these employees are located and the type of license agreement your company has. Other employees should be able to access the link if they are in the same office location. For colleagues based in different office locations you will need a multisite agreement, [Contact us](#) about expanding your terms if this isn't in place.

Can I share an article with a client?

You can only share content with authorised registered users from agreed company locations. For more information you can view our or see our full [terms of use](#).

How can I access content when I am out of the office?

We have a number of access options to help with this as follows:

Federated access using Shibboleth, OpenAthens, Seamless Access, Microsoft Active Directory (MS Azure AD) using SAML.
Other single sign on applications include Okta

Do you restrict the number of users who can access content?

Access is limited to user of authorised office locations as agreed and listed in the license agreement. Additional users can be given access on request, subject to an additional fee.

What is the difference between a personal and company license agreement?

A personal license agreement does not permit the distribution of print or electronic copies to any other persons or organisation. A company license agreement permits access and distribution of print and electronic copies to other registered employees of the company, who are permitted to access the company's secure network from within an authorised site or from such other places where registered employees work or study (including but not limited to registered employees' offices and homes,) and who have been issued by the company with a password or other authentication method. The authorised sites can be composed of single or multiple offices, or single or multiple geographical locations which must be agreed and listed in the license agreement.

If my company has employees who are GSL members or fellows can I get free access to journals and book series?

Membership access is limited to personal use for selected journals and books series via individual username and password.

What are your data protection/cyber security credentials?

Your data is covered by our [privacy policy](#). We are also covered by the UK Government's Cyber Essentials scheme and are certified.

Do you accept payment of resources via credit card?

Yes, we do. Please [contact us](#) to arrange. Payments are subject to your credit limit.