

British Library DRM Lite Guidelines

What is DRM Lite delivery?

DRM Lite is an electronic delivery method that allows the British Library to supply secure, encrypted documents and ensure that the documents are used only as permitted and the rights of the copyright holder are protected. The documents are locked to a user rather than a machine, meaning that they can be viewed from anywhere on any machine, including mobile devices. Before you can access your document you will need complete a **one-off** registration with the [British Library's On Demand Service](#)

How can I register with the “British Library On Demand”?

Click the [British Library on Demand](#) link to start your registration

- Click **Register** button in the **Don't have a British Library Online Account yet?** section.
- Choose a username **that is not an email address** (despite the label on the form). **Usernames containing the '@' symbol can cause documents to fail to open.** Please avoid creating usernames containing the '@' symbol. Choose a password.
- The British Library will send you an email to activate your account. Follow the instructions in the email. It is important that you wait for this message, and activate your account. You will not be able to use your account until you do this.
- Log in to your account when prompted, add additional information, **including your University of Surrey email address ending @surrey.ac.uk**
- Agree with terms and conditions and finish your registration.
- You will receive a message from the British Library confirming your registration. The email will ask you “If you work or study at an organisation who has an existing Business Account with On Demand...” **Your online account is set up, and you do not need to forward this message to us.**

How will I receive the document?

The British Library will send you an email - the sender will appear as noreply@bldss.bl.uk. The subject header will contain “British Library Order” followed by your order/request number and a dispatch date. The email will include a link to your document and instructions for how to download it.



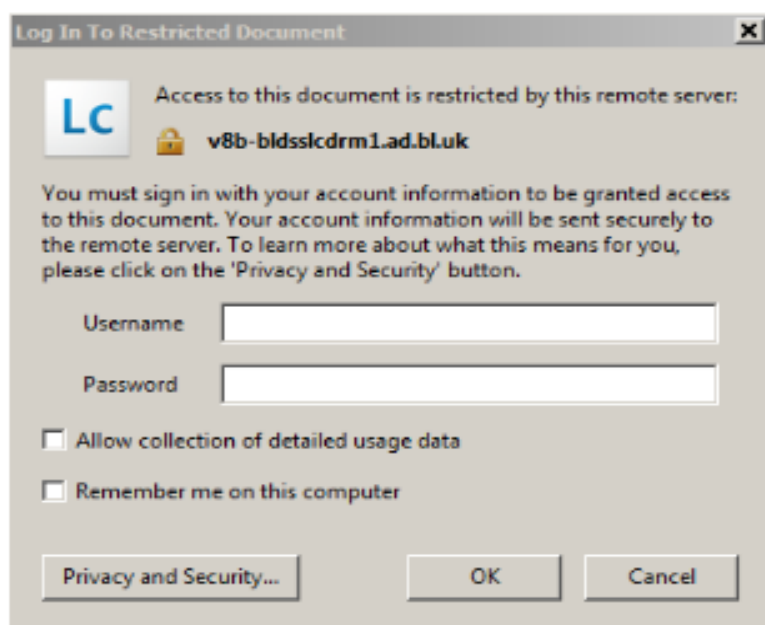
IMPORTANT

- The link to your document will be active only for **30 days** from dispatch after which it will be deleted
- The document may only be printed **once** and it is recommended that you **print immediately**
- Once downloaded and saved, you can view the document for **up to 3 years**
- You can keep copies of your document on **multiple devices**, including tablets, smartphones and memory sticks
- You will need to be connected to the Internet to read your documents.

How do I open a document delivered by DRM Lite?

A link to your document will be delivered to you by email. You must be online to be able to download your document. When you click the link you will be taken to the download page.

- If you are registered for **British Library On Demand** and the system recognises your email address you will be prompted to “Click to download your document”.
- If you are not registered for the **British Library On Demand** you can register by clicking [Register 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. It might take a few minutes to confirm your registration. You will be able to access the document once the registration is confirmed.
- 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 your 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 document?

You may print one paper copy, from which you may not make any further copies. You may not 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 you downloaded the document, it will be locked to your **On Demand** Username and Password, and only you can access it.

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

- Check if your device is 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' in to the address bar, then scrolling down to 'Chrome PDF viewer' and clicking 'Disable'. We recommend to use IE or Firefox to download documents.
- 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', 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.
- Does your Username contain the '@' symbol? This results in the error message, 'There was a problem accessing your document, please try again later'. Please contact the British Library's [Customer-Services](#) for advice.

Can I use any other viewers to view the document?

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 up to 3 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 should I do if I forget my British Library On Demand username or password?

If you have forgotten your British Library On Demand username or password, you can request a reminder to be sent to your registered email address from the British Library registration page [here](#)

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.

Why can't I open the link to my article given in the email from the British Library?

The document may have expired. Check that the date of the message which the British Library sent you does not exceed 30 days.

Alternatively, Adobe Reader (version 10 or above) may not be installed on your PC.

Can I download a document to a memory stick?

Yes, you can.

I use Linux. Can I download documents delivered by DRM Lite?

Unfortunately, Adobe Reader 10 or above are not available for Linux users. However, DRM Lite allows you to save documents on other devices, including mobile devices and memory sticks. If you wish to receive material from the British Library you might consider using devices, where Adobe Reader 10 or above can be installed.