Frequently Asked Questions about Technical Support for Institutional Subscribers to *Annals of Internal Medicine*

How do I activate my online subscription?

After your new order for *Annals of Internal Medicine* is processed, you will receive an e-mail that contains your account information and customer number, which you can use to sign into the Silverchair Sitemaster Administrator Database (http://sitemaster.annals.org/admin/login.aspx). Administrators will create their own personal Annals accounts as part of the activation process to set up online access to annals.org.

Site-license administrators are responsible for pulling usage statistics, maintaining up-to-date account information, adding and updating IP addresses, and inserting link resolvers (e.g., OpenURL). If you have a print subscription and would like to upgrade to online access, contact custserv@acponline.org or talk to your subscription agent.

Where do I get our usage statistics?

COUNTER-compliant usage statistics for Annals can be accessed through your Institutional Administrator Account.

How do I get a user name and pass code for my Institutional Administrator Account?

If you need an Institutional Administrator user name and pass code to access your account at http://sitemaster.annals.org/admin/login.aspx, contact mannalshelp@romnet.com or call 1-877-304-3224 (7AM to 1AM ET Mon-Fri, 8AM to 8PM ET Sat-Sun).

How do I know if my subscription is still active?

To check if you have an active online subscription, contact custserv@acponline.org with your ACP Customer Number.

I can't use IP-based access. Does *Annals* offer any other access methods?

Annals, through the Silverchair platform, supports both Athens and Shibboleth as access methods for institutions with a site license or archive access. Customers who cannot use IP addresses, Athens, or Shibboleth can request a user name and passcode, but they must be changed regularly to protect against unauthorized use.

What is Athens?

Athens is a service used to authenticate and authorize users for access to online services. You can learn more about Athens on the Eduserv website (http://www.openathens.net/). If you would like to set up an Athens account, you must first register with Athens and then contact sitelicense@acponline.org with your Athens ID.

What is Shibboleth?
Shibboleth, like Athens, is a service used to authenticate and authorize users for access to online services. Silverchair currently supports the UK and German Shibboleth Federations. To learn more about Shibboleth, visit http://shibboleth.net/about/.

How do I set up access through Shibboleth?

After you've joined a Shibboleth Federation, please contact sitelicense@acponline.org with the following information:

- ACP Customer #
- Shibboleth Entity ID
- Federation
- And 1 or more of the following 3 attributes
  - eduPersonScopedAffiliation
  - eduPersonAffiliation
  - eduPersonEntitlement

Our Institution subscribes to Annals but we are unable to access the full text. What do I do?

Please follow our troubleshooting steps on http://www.acponline.org/products services/journals/institutional.rates.html and fill out the form for technical support.

How is *Annals of Internal Medicine* and its content archived and preserved?

Site license subscribers receive perpetual access to the content they purchased. *Annals* participates in LOCKSS. LOCKSS is an open-source, library-led digital preservation system. The system allows libraries to obtain, preserve, and provide access to the e-content to which they subscribe, allowing institutions to build local collections. For more information, visit [http://www.lockss.org/about/what-is-lockss/.](http://www.lockss.org/about/what-is-lockss/) *Annals* content is preserved for future generations of researchers and clinicians in a reliable, consistent, and accessible format through participation with Portico. For more information, please visit the publisher's page on the [Portico website](#).