Frequently Asked Questions (FAQs)

ARTICLE GALAXY 2.0

REPRINTS DESK
The Content Workflow Company

What Is Article Galaxy?

Article Galaxy is Reprints Desk's award-winning platform for research intelligence and on-demand document delivery of scientific, technical and medical (STM) information. It enables researchers to order scientific full-text documents in 100% native PDF format via email, online and directly at the point of discovery.

Which Documents Can Reprints Desk Supply?

Reprints Desk has broad delivery capabilities, specializing in peer reviewed journal articles and supplementary materials with the ability to deliver digital and scanned copies of papers from conference proceedings, technical reports, dissertations, government reports, book chapters, and other types of content.

What's New in Article Galaxy 2.0?

Featuring full mobile responsiveness across devices, Article Galaxy's newest version takes Reprints Desk's ecosystem of gadgets for personal data extraction and enhancement to the next level. Gadgets can be individually customized on three tabs and fully extended across the screen.

All of Article Galaxy's proven document delivery features, such as order forms and order history, are now easily accessible at the click of a button in the Document Delivery Gadget.

What Are Gadgets?

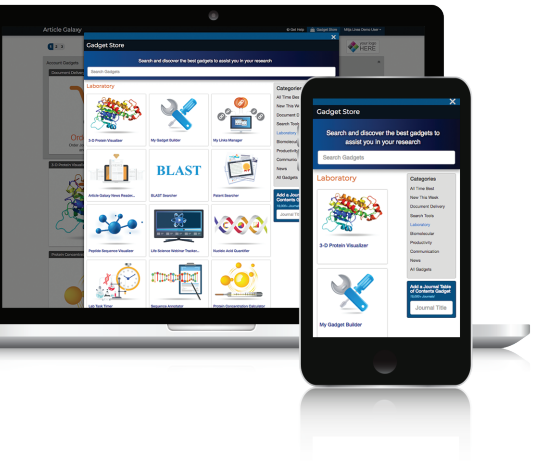
Gadgets are powerful apps for science designed to perform specific functions. They require either user input or are invoked via data feeds and interactivity (e.g. extracting protein structures from a list of bibliographic citations). Gadgets are similar in function to common consumer apps such as search boxes, currency converters, maps or weather forecasts. Users can add gadgets to their personal dashboard within a matter of seconds, organize them via drag and drop, and remove them if desired. Each gadget features a unique logo for the purpose of easy identification.

Why Do I Need Gadgets?

Gadgets personalize each user's experience by augmenting specific data to content. Just as apps revolutionized the smartphone user experience, gadgets transform access to, and interaction with, scientific, technical, and medical research. More importantly, gadgets make the data you care about dramatically more useful thanks to their ability to interact with each other and maximize visibility into holdings, usage stats, and more. Reprints Desk's ecosystem of gadgets enhances and securely gathers data from a variety of sources, such as bibliographic citations, table of contents and RSS feeds, PDF files, XML feeds, web content, and more.

What Is the Gadget Store?

The Gadget Store works just like an app store. You can search a library of gadgets based on the scientific task at hand or browse gadget categories, such as 'All Time Best', 'Document Delivery' or 'Lab Tools.'



To add gadgets to your Article Galaxy Dashboard, simply find them in the Gadget Store and click 'Add to Dashboard.' You will also be able to see featured gadgets with similar functionality compared to the chosen gadgets. A full description of each gadget's purpose is available under the gadget name.

How Do I Configure Gadgets?

You can drag and drop gadgets anywhere on the screen. If you would like to remove a gadget, simply click on the 'trash' symbol in the right hand corner and the gadget will be removed from the screen. If you would like to move a gadget to another tab, click the 'move' symbol and choose to which tab you would like to move it. Certain gadgets can be expanded to fill most of the screen by clicking the 'maximize' symbol.

Is There a Gadget for Following Popular Journals?

Yes. You can easily follow table-of-content (TOC) feeds of popular scientific journals. Just search any of 19,000+ journals in the TOC Gadget on the Gadget Store homepage and add gadgets for the journals you want to follow to your Article Galaxy dashboard.

How Can I Order a Document?

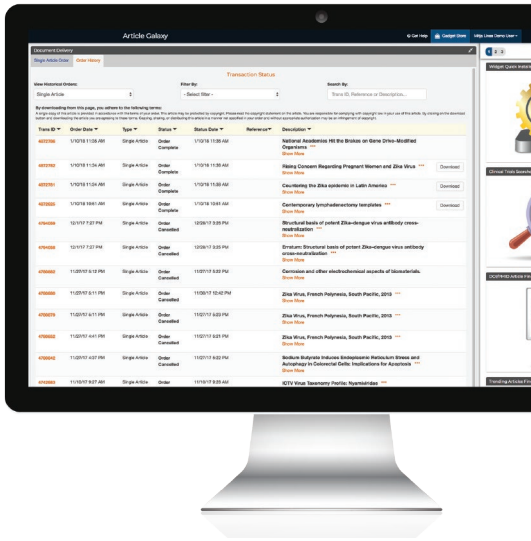
Simply click on the Document Delivery Gadget displayed within the account-level gadgets to open up an order form. Providing enhanced user experience, the order form will extend across the screen while still displaying all of your other gadgets in a sidebar. The core order functionality works in the way you already know: enter any DOI, PubMed ID or other citation information and the order form will be populated automatically. Choose purchase or rental option and place your order with or without supplementary material option.

Is There a Quick Way to Order?

Yes. In fact, we've made it even easier and quicker than ever to place on order. What's more, now you can place an order anywhere in the system and you don't necessarily have to open the order form. For instance, search citations directly in Article Galaxy's popular PubMed Gadget and order a citation you found directly from within the gadget. No detour to the order form needed, the document will be sent to you right from your PubMed search.

Can I See My Orders All in One Place?

Yes. By clicking the "View Order History" tab in the document delivery gadget, you can review your entire order history. Not only will all of your orders be accessible, you will also be able to search, sort and filter by different criteria. You can search your orders by keyword and even download the PDFs directly from the order history. You can also open the Article Explorer for more information by clicking at the icon behind each citation.



Did Order Options for Reprints Desk Customers Change?

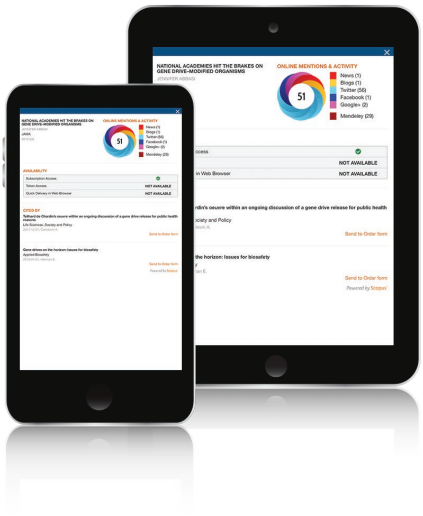
No, not at all. Reprints Desk still supports online orders via reprintsdesk.com, OpenURL integration into native search interfaces, link resolver integration, and orders submitted through email.

Can Customers Continue to Order Documents from PubMed or Google Scholar?

Yes. Article Galaxy 2.0 does not impact Article Galaxy Widget at all. By simply injecting Article Galaxy Widget, a bookmarklet, into the web browser bar, browser-based order options in PubMed, Google Scholar, SciFinder and more than 70 other discovery websites are enabled. The widget extracts citation data for simplified viewing, filtering, and shopping cart-like purchasing.

What Is the Article Explorer?

The Article Explorer is your quick reference to the digital footprint of a citation. It instantly displays availability options, and a list of Cited-by references for 'More Like This' recommendations powered by Scopus. A popular feature is the citation's Altmetric score, indicating the article's popularity as measured in blogs, social media, and other online channels.



Is the New Version of Article Galaxy Available to Users and Admins?

The new product version will only be available to end users at this point. We are planning to roll out Article Galaxy's ecosystem of gadgets to administrators as soon as possible. All administrator features existing today will still be accessible via the Article Galaxy Admin Portal: http://reprintsdesk.com/login/adminlogin.aspx.

When Can I Start Using Article Galaxy 2.0?

Immediately. Talk to your account manager for a demo and to schedule implementation. We are aiming to migrate all corporate customers onto the new platform by March 15th, 2018.

Can We Keep the Old Version of Article Galaxy?

In an effort to provide best-in-class infrastructure for Article Galaxy featuring our ecosystem of gadgets and a modern mobile design in one easy-to-use platform, we will be phasing out all previous versions of Article Galaxy with the exception of some administrator features not currently available to end users. However, most of our popular document order options are still available or significantly enhanced in the new version - and now augmented by on-demand data insights powered by gadgets.

How Long Will Older Article Galaxy Versions Be Supported?

We will support the current Article Galaxy version until April 1st, 2018. We expect to migrate all customer accounts onto the new platform by that date. However, we will work with your organization if additional time for migration is needed.

What If I Need a Specific Gadget That's Not Available?

Tell us. We can gadgetize any of your specific research needs and would like the chance to build custom gadgets for any of your specific research needs. And best of all, instead of traditional desktop applications that take months to develop, we can deploy them in just a matter of days. Tell us here: info.reprintsdesk.com/gadget-ideas

Is There a Help Button?

Yes. Click on the Get Help link at the top of the page to submit a helpdesk request with Reprints Desk Customer Support.

How Do I Contact Reprints Desk?

Reprints Desk customer service is available by phone at +1 (310) 477-0354 or by email at customersupport@reprintsdesk.com.

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