



Frequently Asked Questions (FAQ)

# HOW TO ORDER DOCUMENTS

## What is Article Galaxy?

Article Galaxy is Reprints Desk's award-winning research intelligence platform for on-demand document delivery and data-driven insights. Analyst and advisory firm Outsell, Inc. rated Reprints Desk #1 in document delivery.

## How can I order documents?

There are different options to order documents online and on popular websites, including article rentals:

### Article Galaxy Dashboard

**Watch Video** - <https://vimeo.com/247896523>

Login to the Article Galaxy Dashboard and click on the **"Order Documents"** gadget. After finding your citation, you can fill in the **Reprints Desk order form**. There are no mandatory fields. It is possible to just enter the DOI or PMID of an article which will pull the rest of the citation information automatically. To order multiple articles, please click on **"Cut and Paste"** within the order form and paste the citation information. To see if an article is available for rent, click on **"Check Availability"** at the bottom of the order form. If the article is available for rent, the **"Get Rental"** button will appear on the next screen.

### eMail

**Watch Video** - <https://vimeo.com/247898513>

If you have a list of citations you need to order, please send your list to [orders@reprintsdesk.com](mailto:orders@reprintsdesk.com). The Reprints Desk support team will process your orders and enter them into the system.

## Article Galaxy Widget

**Watch Video** - <http://info.reprintsdesk.com/widget101>

**Install Widget** - <http://info.reprintsdesk.com/widget>

Article Galaxy Widget helps you to simplify your search across your preferred discovery environments. With shopping cart-like access, extract content and place orders directly from Google Scholar, PubMed or other popular search tools.

## What types of documents can I order?

You can order digital and scanned copies of anything ranging from peer-reviewed journal articles to conference proceedings and book chapters. Depending on your account settings and preferences, other publications types such as engineering standards and eBooks may also be available to you.

## What am I allowed to do with an article?

The article or document you order is for individual use only. If you would like additional copies for colleagues, it is recommended that a copy is ordered for each recipient to ensure copyright compliance. Copyright restrictions vary by use, by publication, and by your organization's licensing status with publishers and with RROs like CLA and CCC.

If you need help ensuring copyright compliance for the articles you order, or want to avoid duplicate article purchases or royalty payments, please contact us to discuss the options.

### **Why do I need to select an intended use?**

Some subscribed or Open Access content is restricted to specific uses. If articles or documents may be shared across your enterprise or accessed from an archive of previously purchased content when covered by your organization's licenses, the intended use you indicate will assist in determining if additional copyright fees are owed to the rights holder.

### **How can I obtain supplemental material for an article?**

If you believe that supplemental material exists for an article, and would like to have it delivered to you, simply reply to the delivery email coming from Reprints Desk and request it.

### **Can I cancel an order?**

You may cancel an order if Reprints Desk has not yet filled it. Please note that you should take immediate action if you wish to cancel an order as most orders are delivered within minutes.

### **Which order options are available to me?**

Not all order options and features are supported on all accounts, and some service options may have to be enabled in your account settings.

### **How do I access documents that I have ordered?**

You can retrieve documents that you have ordered by clicking on the link in the order delivery eMail that you receive. Clicking this link will take you to an article download page where you can download and view the article that you have ordered. PLEASE NOTE: Links on the download page are valid for 30 days. Adobe Acrobat Reader 7.0 or higher is required to view documents.

### **What are gadgets?**

Gadgets are powerful apps capable of performing a particular function. They enhance and securely gather data from a variety of sources, such as bibliographic information, TOC and RSS feeds, PDF files, web content, and more. Gadgets are fully customizable and can be moved anywhere on the screen, or hidden if needed.

### **How can I check the status of orders that I have already placed?**

You can check the status of orders by clicking the "**Order History**" gadget in the Article Galaxy dashboard. You will be able to review your order status, search, filter and browse orders, and download PDFs, all in one place.

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## **Contact Us**

### **Reprints Desk Customer Support**

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