

AccessText Network 2.0 Training

- The AccessText Network Introduction 2
- Signing On /Creating your Password 2
- IE Browser Settings/ Security Warnings/ Book Cover Photos 2
- The Dashboard 3
- Managing Your Account 3
- Making a Request for Publisher File 4
- Adding Titles (when you can't find a book) 5
- Request History and Requesting Permission to Redistribute 5
- Making a Request for Permission to Scan 6
- Making a Request for an Exchange File 6
- Downloading & Receiving Files 7
- Messages (Getting Help) 9
- Canceling a Request 10

The AccessText Network Introduction

The AccessText Network (AccessText, ATN) <http://www.accesstext.org/> is a portal to request files and permissions from publishers on behalf of students with disabilities. It was initiated by the Association of American Publishers (AAP) following extensive consultation with Disability Service Offices and publishers in the United States. The AAP contracted with the Alternative Media Access Center (AMAC) <http://www.amacusg.org/> to operate AccessText. AccessText officially went live on August 24, 2009. If you have any questions please email us at membership@accesstext.org or call (866) 271- 4968.

Signing On & Creating Your Password

You will receive an email from membership@accesstext.org that contains the login instructions for the new portal:
<https://accesstext.gatech.edu/atn20/users/login>

The first time that you login you will be prompted to **change your password**. You can bookmark the Dashboard and save your password on your web browser for easy access anytime, from anywhere.

IE Browser Settings/ Security Warnings/ Book Cover Photos

Depending on your browser security settings you may get a warning when logging in using Internet Explorer Asking, “Do you want to view only the webpage content that was delivered securely?”

If you choose NO, you will be shown book cover photos when viewing the book title page.

If you choose YES, you will not see the book title information. The book cover photos are from <http://images.amazon.com>

The Dashboard

The Dashboard is the home page for the AccessText Network Application and provides Users with the ability to navigate to all areas within the application. It also provides quick access to frequently used tasks and reports and acts as a summary snapshot of requests, tracking information and support cases.

Managing Your Account

On the top right of the **Dashboard** is the Authorized User section.

Members can edit their account profile in ATN.

The Account Profile link, located in the top right hand corner of the screen, contains all of the information regarding your Authorized User account contact information, Registered Users, Membership Records, and Admin Messages.

Primary Contact

Each Authorized User is allowed one primary contact who will receive all of the notifications regarding requests made by Registered Users. The **Primary Contact** receives all of the email notifications regarding requests.

To request a change of your **primary contact**, or otherwise contact ATN Support Staff, send a message via '**Add a New Admin Message**' button located at the bottom of the Account Profile Page.

If you want to change your user name or password, click on **User Profile** in the Top Right hand corner of the Dashboard. Then click on Edit User, make your updates and click Save Changes.

Making a Request (Publisher File)

Making a Title Request with the AccessText Network is easy.

From your Dashboard, in the **Find an ISBN** box enter a 10 or 13 digit ISBN and click **Find ISBN**.

Confirm the book title information, and fill in the required fields (**Student ID & Request Type**) to continue with placing your Request. Then click Add Request to confirm your choice.

If you have not requested this ISBN before, you want to select **Publisher File**, or **Permission to Scan Print Material**.

If you are an Exchange member and there is a file available, you can select Exchange.

Reference **Making a Request for an Exchange File**.

There is also an option for Permission to Redistribute Alternative Text.

When requesting a Publisher File you also have to choose your preferred File Format from the drop down menu to the right of your Request Type.

This doesn't guarantee that the publisher has this file available, but it does let the publisher know what format you prefer.

You can enter any notes for the publisher, including your second choice of File Format, in the Notes field and then enter the Student ID. If you are not sure what this is, you can always click on the question mark and that will bring up the requirements for this field.

All of the other Optional Student Information and Custom Fields will not be seen by the publisher. You can enter this in for your records, or choose to leave it blank. Once you've filled in all of the required information click **Add Request** to confirm your choice. If all required fields are filled in correctly, you should receive a confirmation that your request was saved.

Also, your Request History now reflects that you have made this request.

It shows the Request ID, the Date and the Time that your request was created.

Adding a Book Title (when you can't find a book)

Now you are going to learn how to add a Book Title.

If you know that a title is published by one of the participating publishers or imprints under the AccessText Network and haven't been able to locate it searching by ISBN, then you can add a Book Title.

If you enter a 10 or a 13 digit ISBN when making a Request and it doesn't find a match in ATN, you will be asked to add the book title's information to the database. The message reads, *To request this title, add the book information below. Be sure all information is accurate or your request may be delayed or denied.*

Be sure that it is published by an ATN member publisher. You can view a list of member publishers by clicking the Publisher drop down menu and at anytime by clicking Publishers in the left hand column.

Once you add the title you will be able to continue making your request. Be aware that the approval of the request is still pending based on whether or not the publisher owns the copyright to the title and can provide the requested format.

Request History and Requesting Permission to Redistribute Alternative Text

Now you are going to learn about making a request for Permission to Redistribute Alternative Text.

Remember that you can only do this for files that you have requested and received by publishers using ATN. It is not necessary to receive a download from a publisher each time you make a request with the ATN.

Once a request has been fulfilled, you can save that file in your system in order to redistribute it to other students with print related disabilities. You can find out if you have requested an ISBN before on the Add Request page.

This field is important because it lets you know if you have made requests before.

Here you can tell if it has been previously fulfilled. If it has been fulfilled at least one time, and you can confirm that you have it stored in your system you can choose Permission to Redistribute Alternative Text under request type.

Making a Request for Permission to Scan Print Material

This is similar to making a title request or requesting permission to Redistribute Alternative Text. You would do this if the publisher file is unavailable, or you need to have the file faster than the publisher can provide the media. All you need to do is find the title using the Find an ISBN box from your Dashboard. Enter the 10 or 13 digit ISBN and click OK.

Follow the same procedure as making a title request, but when you click on the Request Type, choose Permission to Scan Print Material. Fill in the other required fields and click Add Request. While some publishers will have this feature set to automatic approval, others may not. Make sure that you have received approval from the publisher before distributing these files to the student.

Making a Request for an Exchange File (Exchange Members Only)

AccessText Network publishers have authorized us to allow schools who have student-ready alternate media of complete textbooks in PDF, Word, DAISY, KESI, braille (embossed or electronic), and MP3 formats to exchange those files with other member schools.

Schools who contribute 25 or more files to the Exchange receive 12 months of access to the Exchange for free. If you contribute 50 or more files in one 12 month period it will count towards one additional year only. If you cannot contribute files you can also join by paying a membership fee. Visit the ATN website for more information.

Visit http://acesstext.amac.gatech.edu/wiki/index.php/ATN_Exchange_Details for more information.

Requesting an exchange file is essentially the same as making a request for a Publisher File, but there are a few differences.

Not all files will be available for an exchange. You will notice whether there is an exchange file when you view a title record.

This shows you the Provider the file format, and whether or not this file is available for exchange. There may be multiple providers and file formats under this section. You should choose which file format will best suit your needs.

You can find more information about each file by clicking view.

This window will show you even more information such as, File Source, Tagged, Bookmarked, Headings, Page Numbers, E-Braille Formatted, DAISY Format, Digital Rights Management, & Notes.

Once you select Exchange box will appear and you can request your exchange file.

Since there could be multiple files in the system from different Providers, be sure to select the correct file from the drop down menu. Now fill in the rest of the page as before and click Save.

If you want to know more information about the exchange file you can click on the Exchange file link.

Click the back button on your browser to return to making your request.

The exchange may be approved automatically or be pending approval from the publisher. This depends on the publisher's preference. Your Primary Contact's email address will be notified once the file is available for download.

Remember that Exchange files will be downloaded directly from the AccessText Network once approved. Read the AccessText FTP section of Downloading and Receiving Files for an explanation of Downloading Files.

Downloading & Receiving Files

There are 4 ways that you could receive files from publishers using the AccessText Network.

The first method of delivery is by AccessText FTP.

These files are downloaded directly from the AccessText server. All Exchange files and many publisher files will be delivered via AccessText FTP.

You have up to 14 calendar days to download your files, and they will expire after the 14 days.

The second method is Publisher FTP.

These files are downloaded from the publisher's FTP site, but the link to their site will be displayed be on the AccessText website.

Another method of file delivery is by Email. These files are sent via email to the Primary Contact, and will most likely contain a link to a Publisher's FTP Site.

The final method is by Mail. This is generally done only if the file's size is very large. These files are sent by US Mail or other shipping company from the publisher, and will be sent to the address listed for the Account.

FTP

Downloading your files from AccessText FTP and Publisher FTP can be done from the same window.

On the Left side column click on Fulfilled and you will find a list of requests that have been fulfilled.

Click on the request # and you will be taken to the View Request page.

From here you can download your Request by clicking on Download File link.

This will either take you to the Publisher's Download page or automatically start downloading the file.

You must have the appropriate security settings to download files via FTP.

The file downloads will most likely be .zip files. If you are having problems with this, check with your school's IT Department to make sure that you have permission to download files and that you have the appropriate software to unzip and open these files.

Be sure that you save these files on your computer in a secure location in order to re-distribute them to other students in the future. For more information on this visit the section called Requesting Permission to Redistribute.

If a request is fulfilled by Publisher FTP you will see an FTP link instead of a file download. Click on the link and follow the publisher's instructions to download your file.

You can also place a Message to the publisher if the download link appears to be corrupt. A warning... Some publishers will only allow you one chance to download the file. Be sure to save these files after downloading them.

Now let's go over Email Delivery. These files are sent via email to the Primary Contact and will most likely contain a URL link to the Publisher's FTP Site. You can still track the requests by using the Fulfilled by Email link from Fulfilled Requests not yet received.

Click on the link in the email and follow the instructions.

You may need to reconstruct the link in the email if it appears to be broken.

If the link doesn't work, then you need to be sure that you are authorized to download files to your computer and that you have the necessary software.

If the FTP link appears to be corrupt, then you can place a Message to the Publisher Contact. For more information on this please read the section called **Creating Messages**.

The last way that a file can be delivered is by Mail. This will be done to the address listed on your account and the publisher will tell you how to expect the file. Remember to monitor your primary contact email address for your delivery instructions.

Messages (Getting Help)

Now you are going to learn when and how to create Messages. Messages are a handy feature that allows you to communicate directly with a publisher regarding a request. Here are some reasons to create a Message.

1. You make a request and do not receive acknowledgement from a publisher within 10 Business days.
2. You receive approval of your request, but the file is not delivered on the projected fulfillment date.
3. The file is delivered, but it is the wrong file or it is missing content, or you are not able to access a Publisher's FTP site.

If any of these situations apply to you, then you can create a Message.

From the AccessText Dashboard, click on your request ID. Then click Add a new Message at the bottom of the screen under Messages.

Enter the message in the box. Then click Add Message.

Try to be as specific as possible when you do this to increase the efficiency of your communication.

You can also monitor your Messages or Messages Summary from your dashboard by clicking on the Messages link on the left side of the screen.

Remember, you can access your Messages from the Message drop down menu and from a Request Record.

Canceling a Request

You should cancel a request if a student drops the class before a request is fulfilled. First locate the request record and click on EDIT. Scroll down to the Authorized User Cancellation field and check the box. Scroll down to the bottom of the page and click on SAVE.