

RightFind™ End User Reference Guide

RightFind is a Copyright Clearance Center (CCC) platform that seamlessly integrates document delivery and content management across platforms—whether you access your e-content on your PC, Mac, or iPad.

The document delivery functionality allows you to quickly and easily source and fill requests for published articles. RightFind takes your company’s licensed e-content and available print collections into consideration when you order so you do not need to check with your library when requesting content. Simply submit an article request through the RightFind website and the platform will search for and retrieve the article on your behalf. You will receive an e-mail once your document is located. Over 75% of document requests placed through RightFind are available in five minutes or less.

RightFind further streamlines the process by integrating content management into its document delivery platform. Once your document is available, it will be seamlessly stored in your Personal Library. From there, it is very easy to collaborate on content with your colleagues using a Shared Library. Using My Libraries, you are able to rate, review, comment on and annotate content.

Table of contents

TABLE OF CONTENTS.....	2
LOG ON TO RIGHTFIND	3
CONTENT FINDER TOOLS	3
THREE MAIN REQUEST METHODS.....	3
<i>Content Finder</i>	3
<i>Request by Form</i>	5
<i>Multi-Citation Paste</i>	6
VIEWING REQUEST HISTORY/CHECK REQUEST STATUS.....	7
BROWSE HOLDINGS	8
QUICKCHECK BOOKMARKLET	8
MY LIBRARIES	10
DOCUMENT EXPLORER.....	10
TAG BAR	10
DETAILS	12
GROUPING, FILTERS AND SORTING	12
SHARED LIBRARIES.....	13
NAVIGATING TO A SHARED LIBRARY.....	13
SHARING DOCUMENTS.....	13
LIBRARY NOTIFICATIONS.....	13
APPENDIX A: ORDER FORM DESCRIPTION	14
DELIVERY AND SERVICE OPTIONS	14
SPECIAL INSTRUCTIONS	14
APPENDIX B: SEARCH & DISCOVERY TOOL INTEGRATION	16
GOOGLE SCHOLAR	16
PUBMED	16
IF YOU USE PUBMED REGULARLY, YOU CAN CREATE A SEAMLESS INTEGRATION WITH RIGHTFIND.....	16
CUSTOMER SERVICE CONTACT INFORMATION	ERROR! BOOKMARK NOT DEFINED.

Log on to RightFind

1. RightFind may be accessed using Internet Explorer 6.0 (or higher), Firefox, Chrome or Safari.
2. Visit www.rightfind.com to login. Your username is your company email address. A default password will either be sent to you for your initial login, or you may not need a password at all if you are being authenticated by your company's IP address.

TIP: Click the "Remember Me" checkbox so a cookie is placed in your browser so you do not have to enter your login name each time.

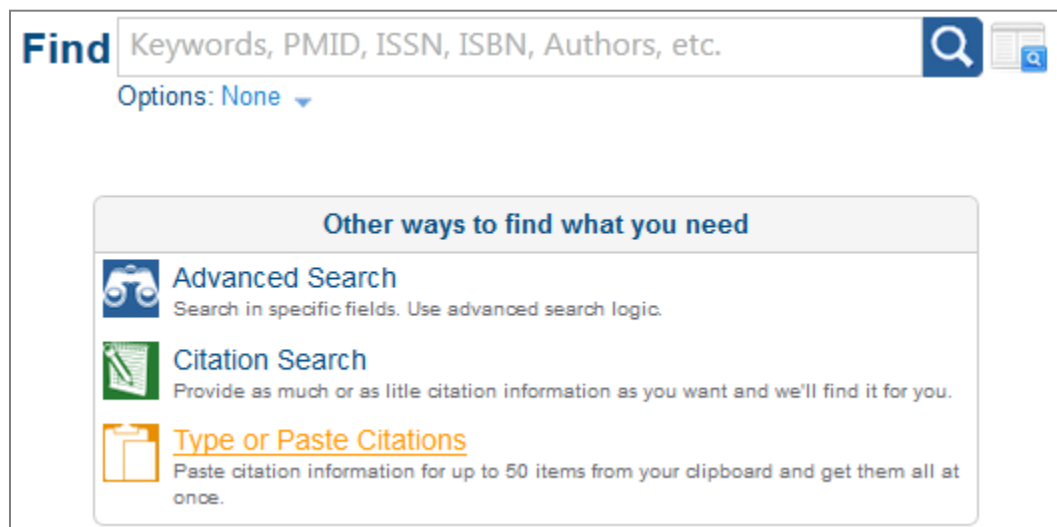
Some users may find that they do not see a login page when they access www.rightfind.com. If this is the case, it is because your company has opted for automated authentication. You do not need to take any further action and you will be able to access RightFind as long as you are connected to your company network or VPN.

Content Finder Tools

Three Main Request Methods

Content Finder - The comprehensive content finder allows you to search CCC's extensive bibliographic database of articles, book sections, journals, books, proceedings, and other published content, including your company holdings.

1. You can access the Content Finder search tool in the top right corner of the screen, by going to 'Find Content' → 'Search' from the tool bar, or by using the search box on the portal screen.



The screenshot shows the RightFind search interface. At the top, there is a search bar with the text "Find Keywords, PMID, ISSN, ISBN, Authors, etc." and a magnifying glass icon. Below the search bar, there is a dropdown menu labeled "Options: None". Below the search bar, there is a section titled "Other ways to find what you need" with three options: "Advanced Search" (with a magnifying glass icon), "Citation Search" (with a document icon), and "Type or Paste Citations" (with a document icon). The "Type or Paste Citations" option is highlighted in orange.


2. For a basic search, enter your search term(s) into the query box and click “Search”. For an advanced search, click on the “advanced search” link to limit your search by various fields or using proximity and Boolean search terms.
3. Refine your search results on the left hand side to limit results by content type, publication date, author, or use the A-Z list to limit the title to a specific starting letter.
4. If you would like to view citations within a publication returned in the search, click the “More Options” button next to the citation and select “Table of Contents”. You will be able to view article citations organized by year, volume, issue and pages within a publication.
5. From the results list, click the “Get this journal article” link next to the article citation OR check



the citation(s) of interest and click on the shopping cart icon at the top of the page. If you require on the copyright for the document, you can instead select the “Get copyright permission” link.

6. On the ‘Content Request Options’ page, if necessary, adjust delivery and special services by clicking on the “change” link in the “Delivery and Service Options” box.
 - See the [Appendix](#) for details of Delivery and Service Options.
7. Enter Tracking information, if required, by clicking on “Change” to the right of the “Tracking information” box.
8. Under “order and viewing options” you will see a list of pricing options for document delivery (if you selected “Get this journal article”) or for Permissions (if you selected “Get this permission”). Click “Put in Cart” or, if an item is in your company’s holdings, click the “View Now” link listed next to the appropriate usage.
9. If you put the item in your cart, click “Submit” to complete the purchase. If you clicked “View Now”, you may need to click on the link to access your item.
10. If you submitted your request from the cart, an email will be delivered with a link to the document you ordered. If you requested more than one document during your session, you will receive a separate email for each requested document, each with a link to one of the documents requested.

Request by Form — Use the Request Form when you know the citation details of the document you would like to request. Enter the available citation information in the Request Form fields and RightFind will attempt to match it to a full citation. Entering as much available information as possible improves the likelihood of finding an exact article match.

1. Click on  [Request Form](#) under Useful Links on the Portal page or select 'Find Content' → 'Request Form' from the toolbar.

Content Request Form

Item Type
Journal Article [clear all fields](#)



Article Title

Journal Name

DOI **Alt. Id (pmid, etc.)** **ISSN**

Supplement **Author(s)**

Pub. Date **Volume** **Issue** **Pages** **Publisher**


2. Enter the available citation information on the Request Form and Click “Continue”. RightFind will display a single citation or multiple citations if more than one citation matches the search. If you do not find the citation you want, you may continue with the request using the exact information you entered or select “Change Citation” or “Back to Search” to continue searching.
3. To request one citation from a result list, select  [Get this journal article](#) to the right of that article. To request one more than one citation, tick the boxes to the left of the citations and click on the put in cart  icon at the upper right-hand side of the search results.
4. If necessary, adjust delivery and service options by clicking on “Change” to the right of the “Delivery and Service Options” box.
 - See the [Appendix](#) for details of Delivery and Service Options.
5. Enter Tracking information, if required, by clicking on “Change” to the right of the “Tracking information” box.

6. Under “Content and Usage Options,” select “View Now” or “Put in Cart” to the right of your intended usage for the document. If you wish to purchase copyright permissions only, click on the “permissions” link above the usages before selecting the option.
 - See the [Appendix](#) for details of Content and Usage Options.
7. If you put the item in your cart, click “Submit” to complete the purchase. If you clicked “View Now”, you may need to click on the link to access your item.
8. If you submitted your request from the cart, an email will be delivered with a link to the document you ordered. If you requested more than one document during your session, you will receive a separate email for each requested document, each with a link to one of the documents requested.

Multi-Citation Paste - Copy and paste one or more citations for bulk ordering. RightFind supports a variety of citation formats. If you have a format that does not parse correctly, please inform CCC at customerservice@infotrieve.com.



Multi-Citation Paste

1. Click on the  icon under Useful Links on the Portal page or select ‘Find Content’ → ‘Multi-Citation Paste’ from the toolbar.

Multi-Item Content Request

Paste up to 50 citations each separated by a blank line. The following format is suggested:

Article Title	Does throbbing pain have a brain signature?
PublicationName; PublicationDate; Volume(Issue); Pages	Pain. 2007;134(7):1150-1155
doi:DOI	doi:10.1016/j.pain.2013.02.013

Continue - Submit citations and select options ▶


Continue - Submit citations and select options ▶

1. For best results, format the citations according to the instructions at the top of the Request by Citation screen.

2. Click on [Continue - Submit citations and select options](#) ▶.
3. When submitting more than one citation, go to [Content Usage Options](#) at the left of the page and select the “Order Type” (Document Delivery or Copyright Permission) and “Intended Use of Copies” for the documents you would like to request.
4. If necessary, adjust delivery and special services by clicking on “Change” to the right of the “Delivery and Service Options” box.
 - See the [Appendix](#) for details of Delivery and Service Options.
5. Enter Tracking information, if required, by clicking on “Change” to the right of the “Tracking information” box.
6. Click on [Continue - Update availability and pricing information](#)
7. If more than one match is found for your citation, you will be prompted to select the match or asked to submit your original citation information before placing the item in the shopping cart.
8. Select the box to the left of the citations you want to request and click on [Put selected items in cart](#)
9. In the Cart, click [Submit Content Requests](#) to submit your request(s).
10. If an item is available in your company’s online subscriptions, a link to your document may be available in the Order Receipt.
11. An email will be delivered with a link to the document you ordered. If you requested more than one document, you will receive a separate email for each requested document, each with a link to one of the documents requested.

Viewing Request History/Check Request Status

1. To access your complete request history, go to “My Folder” and choose “My Requests”.
2. “My Request History” will list all your completed and cancelled orders.
3. “My Pending Requests” contains all outstanding orders that have not yet completed.

TIP: If you are having trouble understanding a request status, click the  icon and search for General Navigation – Filters. There you will find a full list of request statuses and descriptions.

Browse Holdings

1. Click on 'Find Content' → 'Browse A-Z' in the toolbar. An alphabetical list of the holdings provided by your organization will appear.
2. To locate a particular item, enter the starting title words in the box provided or choose the radial for contains to search for words within the title.
3. Choosing a letter from the filter will allow you to browse through the titles by letter.
4. If your organization loaded keywords with the content, they are also searchable.
5. The following links may appear to the right of each title:



[Browse web site](#)

Link to the website of either the publisher or the title.



[Table of Contents](#)

View the Table of Contents for the title.



[More Options](#)

This drop down menu may include the following options:

- **Get alerted to new content:** Create an alert to be emailed when a new TOC is loaded for the journal
 - **Subscribe to an RSS feed:** Create an RSS feed to be updated when a new TOC is loaded for the journal
 - **Get an article from this journal:** Request delivery of a document.
 - **Get copyright permission:** Request permission to use a document.
6. To limit the search to certain types of content, use the "Type" drop down menu. [All Primary] searches through all publication titles. [All] will also include individual article titles.

QuickCheck Bookmarklet

The QuickCheck Bookmarklet allows you to easily place orders from anywhere on the Internet.

1. Click on the "Cool Tools" option in the toolbar and follow the instructions on the page to install the bookmarklet.
2. Go to any website and highlight the title of the item you need.
3. Click on the bookmarklet, "Order from CCC".
4. You may be prompted to log into RightFind (do so) or, if you have selected "Remember Me" on the login page and are set-up for no password requirements, it will then take you to the Order Form with the citation data already filled out.
5. Proceed with ordering.

My Libraries

Your Personal Library is a repository where you can store, annotate, rate, review and tag documents. Shared Libraries allow you to collaborate on content with your colleagues.

NOTE: Content will automatically be added to your personal library as the requests you make within RightFind are filled.

Document Explorer

The Document Explorer allows you to interact with the documents in your Personal Library. To access the Document Explorer, click on the document thumbnail or select 'Explore' in the menu accessed by clicking on the arrow to the right of the document.

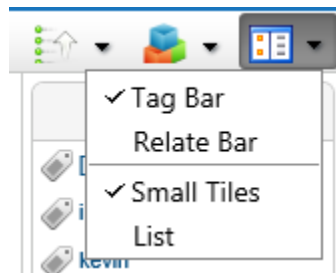
TIP: You can always select "Download" from this menu if you prefer to open your document with your default PDF reader software.

Use the Document Explorer to **view** your content, to **annotate** full text documents, to leave **comments**, to **rate** documents and write **reviews** of content.

Tag Bar






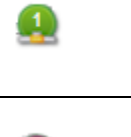

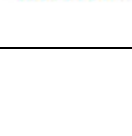

The Tag Bar makes it easy to add tags to one or more documents in your Personal Library.

To access the Tag Bar, go to the top right of the library display click on 'View >> Tag Bar'.



- To add tags to a single document, drag the tag from the Tag Bar over the document.
- To add tags to multiple documents:
 - Check the boxes next to the documents.
 - Click on the tag to highlight it.
 - At the bottom of the tag bar, click 'Add to Selected'
- To create a new tag, drag 'Create New Tag' over the document and a box will appear. Type the new tag into the box and click 'OK'.

The following table explains some of the icons you can see in your libraries:

Icon Key	
	<p><u>Thumbnail</u> - A full text PDF copy of the document available. Click the Explore link to annotate, comment, rate & review.</p> <p>TIP: These documents are usually full-text searchable.</p>
	<p><u>Green LinkOut Flag</u> - When the content is available on a website, a link to your content is provided. Your company's internal subscriptions will be added as LinkOuts. For information about uploading documents, see the Details section. Note that annotations are not available for LinkOuts.</p>
	<p><u>Orange Item of Interest Flag</u> – This flag indicates that this is an Item of Interest, but no document has been purchased. This allows citation information to be stored without an associated document.</p>
	<p><u>Bookmark</u> – This icon signifies that this document is one that has been opened in the Document Explorer previously. You can filter for “Unread” documents to find all of the items without this icon.</p>
	<p><u>Additional icons</u> - This indicates the format of the document when the item is not a PDF. For example, you may see a Microsoft Word icon or a camera icon if the item is an image.</p>
	<p>In a personal library, this icon indicates how many other libraries you have shared the document with.</p> <p>In a shared library, this icon indicates how many users have elected to share this document. Green indicates you have previously opened this document.</p>
	<p>In a shared library, this icon indicates how many users have elected to share this document. Red indicates you have not yet joined the conversation by opening this document.</p>
	<p>This icon indicates how many comments and annotations have been added to an item.</p>
	<p>In a personal library, this icon shows the rating you gave the item.</p> <p>In a shared library, this icon shows the average rating users in the library have given the item.</p>

Details

The Details dialog box allows a central place to make changes to the document. It is available by clicking the ▼ icon and choosing 'Details' from the menu.

- On the General tab, view the thumbnail of an existing document or upload a new document.
 - To upload a new document, click on 'Select' to browse for the document.
- Click on the 'Tags' tab to view existing tags or to add tags to the document.
- Click on the 'Related' tab to create relationships between documents.
- Click on the 'Attachments' tab to upload attachments to the document. Note that attachments are not full text searchable.

Grouping, Filters and Sorting

Documents can be grouped to simulate a folder structure, filtered to search for a particular document or sorted within groupings to aid in finding and arranging documents in the library.

- Documents can be grouped by tags or publication date. Choose "Group By: Tag" or "Group By: Pub Year", respectively.
- Filters allow for easy searching within My Library. To see the filters, click on 'Filter: None'.
- By default, documents are sorted by title, and you'll find other sorting options.

Shared Libraries

Using Shared Libraries, you and your colleagues can collectively annotate, rate, review and tag documents. It has all of the functionality discussed in My Libraries plus the following.

Navigating to a Shared Library

- Go to the drop down list for 'Personal Library' (top left) and see the Shared Libraries listed. Choose that library to see its content.
- All libraries you are currently a member of display in the Dashboard for both your Personal and Shared libraries.

Sharing Documents

Any document in My Library can be shared with a Shared Library (if the function is enabled for the shared library by the administrator). To access the 'Share' function, go to your Personal Library, identify your document, click the ▼ icon and choose 'Share' from the menu.

- In the popup box, check the boxes next to the libraries with which you wish to share the document.
- If needed, uncheck any of the three options at the bottom of the 'Share' screen to keep your tags, comments or attachments as private to your Personal Library.

Library Notifications

Notifications can be sent about any changes made to documents in Shared Libraries. To start receiving notifications, click on 'Library >> Configure notifications'.

- Choose the notifications you wish to receive. Please note that the last option allows others to be notified when you order documents.
- To limit the notifications to only certain members of the Shared Library, click on the 'Member Restrictions' tab.
 - Transfer any members you wish to track from the right-hand side to the left-hand side of the dialog box and click 'OK'.

Appendix A: Order Form Description

Delivery and Service Options

of Copies - Enter how many copies of the item you wish to receive.

Urgency - select one of three options. Turnaround time will vary per the standards indicated in your service level agreement.

- “Normal” (Default) - Over 80% of Normal requests filled by CCC get delivered in five minutes or less.
- “Rush” - Rush orders are prioritized over all Normal requests. Surcharge is taken into consideration when presenting the price of the request before checkout.
- “Panic” - Panic requests are prioritized over all other Rush and Normal requests. Surcharge is taken into consideration when presenting the price of the request before checkout.

On Behalf Of - (Optional, may or may not be available depending on set-up). Click the button and enter the first two letters (minimum) of the recipient’s email address to find the match. Double-click on email address of match.

NOTE: Only registered RightFind users from your organization will be available for selection.

Delivery Profile

- Default Delivery profile for all users is email (PDF) preference. If you are granted access to My Delivery Profiles section under My Folder, you may create other Delivery profiles for fax or paper delivery methods.

Special Instructions

NOTE: Some special instructions may not be available to you depending on your company’s configuration. Below is a complete list of available special services.

Publisher Original - Only publisher original sources are used to try and fill the article. If those sources are exhausted, the user is contacted to see if they are willing to accept a scanned version or not. No surcharges apply but fewer sources are available for fulfillment (print library sources are typically skipped).

Title Page and Verso Req - Title Page is included with the document. This means that electronic sources will not be used, and the item will be filled by a paper copy where a title page is available for scan. No surcharges apply, but order may take slightly longer to fill due to paper scan fulfillment.

TOC Req - Table of Contents is required and should be included with the document. See above “Title Page Required” specifications above.

Clean Copy Req - This special service is automatically checked with user selects “FDA Submission” for their intended usage. Special clean up on the document is performed when item is filled from CCC and surcharges apply. Item may or may not be sourced from a client’s own collections if someone in-house is

available to perform special FDA formatting on the document being requested. In this case, no surcharges apply.

Color Required - Only sources where color copy is available are checked for document fulfillment. This includes electronic sources, and certain print libraries where color scanners are available. If the item is delivered via FedEx (i.e. paper delivery), additional surcharges may apply.

English Only - CCC fills the request in English only. If it's available only in a language other than English, we do not deliver the article. No surcharges apply.

English Preferred - Provide the article in any language, but the English version is preferred (in lieu of another language). If item is not available in English, the order may be filled in foreign language. No surcharges apply.

Cancel if not immediate - Auto-cancel the order if it is not available from any electronic. No surcharges or cancellation fees apply.

CCC - Fill Only - Submit the request but send the request to CCC so your company's own subscriptions are NOT taken into consideration when filling the order. This forces the request to be externally filled from CCC. Appropriate copyright and transaction fees will apply.

Custom - Custom request about the order in question. Only use this if absolutely necessary as it limits the number of sources available for article fulfillment. Surcharges may apply depending upon request.

Content Usage Options

Intended Usage

- Default – “Internal General Business Use” – select this if you, or another colleague from your company is the intended recipient of the document.
- Select “External General Business Use” if you are giving this document to someone OUTSIDE of your organization such as an external collaborator.
- Select “FDA Submission” if you are submitting the document for regulatory purposes. Surcharges may apply for FDA document clean-up. Surcharge is taken into consideration when presenting the price of the order before checkout.

Delivery Requirement - select one of two options:

- **“Document Delivery”** (Default) - If you need to receive the document for the selected usage.
- **“Permissions”** - if you want to purchase Copyright Permissions to compliantly photocopy a paper or electronic document *you already have in your possession*.

Appendix B: Search & Discovery Tool Integration

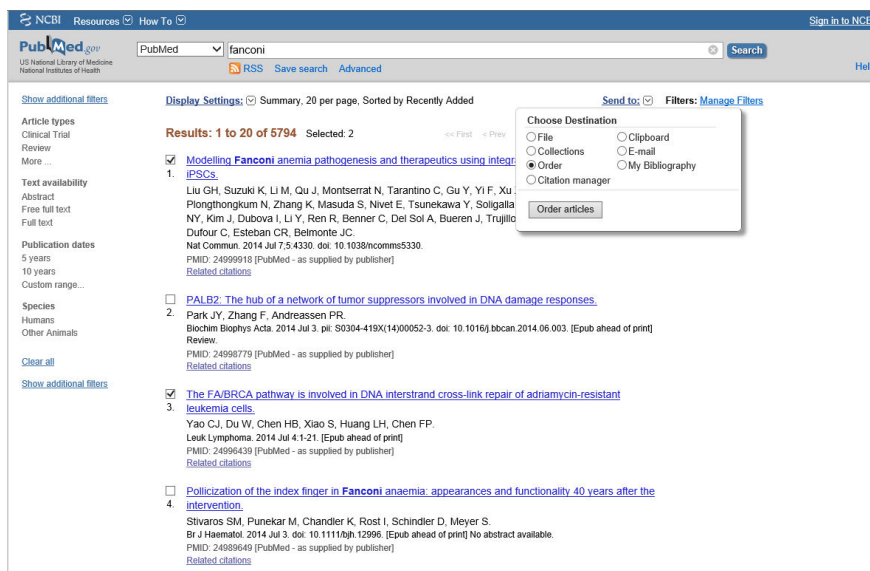
Google Scholar

1. Go to the Google Scholar website and perform your search.
2. Proceed as in the [QuickCheck Bookmarklet](#) or [Order by Citation](#), depending upon the number of citations of interest.

PubMed

If you use PubMed regularly, you can create a seamless integration with RightFind.

1. Use this URL to access PubMed (bookmark it or use the PubMed link under Resources).
<http://www.ncbi.nlm.nih.gov/pubmed/?otool=infotrieotool&tool=infotrieve>
2. Because the above URL ends in the Infotrieve (Now CCC) string, PubMed knows to send citation(s) into RightFind, and not another ordering system.
3. Perform a search in PubMed.
4. From the list of results, select one or more checkboxes of items you wish to order.
5. Select **Send To>>Order** as shown here and then click on the “Order Articles” button:



The screenshot shows the PubMed search interface. The search term 'fanconi' is entered in the search bar. The results are displayed in a list format. A 'Send to' dialog box is open, showing options for where to send the results: File, Clipboard, Collections, E-mail, Order (selected), My Bibliography, and Citation manager. The 'Order articles' button is visible at the bottom of the dialog box.

6. This will either prompt you to login to RightFind (do so), or, if you have selected ‘Remember Me’ on your RightFind login page and are set-up for no password requirements, it will then take you to the Order Validation page with the citation data already filled out.
7. Proceed with ordering.

NOTE: You may use an NCBI account instead of the custom URL listed above. If you have an NCBI account, in your Preferences, set CCC as your Document Delivery Service. This may still be listed as ‘Infotrieve.’

JNJ Help Contact Information

For additional information, please contact JnJ Help.

Available 4:00 am – 8:00 pm ET, Monday – Friday

Email: JnJHelp@infotrieve.com

Toll Free: 1 (800) 422-4633 (within US only)

Direct: 1 (203) 423-2175

Fax: 1 (203) 423-2155

Janssen SA/MA Users: Please contact Nancy Marchuk at nmarchu@its.jnj.com

Consumer Users: Please contact Sue Gleckner at sgleckn@its.jnj.com