Library guide for customer login and self-service

1. How to connect to your customer account

Step 1: Click on *Sign in* (upper-right corner of our website).

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Step 2: Enter your E-mail and password in the LOGIN area and click on the *Login* button.

	PETER LANG
REGISTER For new customers:	LOGIN
Last Name	For registered customers:
E-Mail	Password
Password	Forgot Password?
REGISTER	

2. How to update/reset your password by using the self-service

Step 1. Sign in to your customer account (see section *How to connect to your customer account*).

Step 2. Click on *Personal Data* (in the left menu)

ACCOUNT	
Welcome Overview	Welcome back
Account	Newsfeed
Personal Data	Welcome at Peter Lang.
Library Access Reports	

Step 3. Scroll down to the PASSWORD section and click on Edit.

PASSWORD	
Password	Password is not displayed.

Step 4. Enter your new password and click on *Save*.

New password*	
Confirm password*	
Cance	SAVE

3. How to use the self-service for Counter 5 reports

Step 1. Sign in to your customer account (see section *How to connect to your customer account*).

Step 2. Click on *Reports* (in the left menu)

PETER LANG	ACCOUNT
Welcome Overview	Welcome back
Account	Newsfeed
Personal Data	Welcome at Peter Lang.
Library Access	
Reports	

Step 3. Choose the period you want your report(s) to cover.

Step 4. Choose the type of Counter 5 report you want to download and click on *DOWNLOAD NOW*.

LIBRARY ACC	ESS		
REPORTS			
From:	Jan v 2021 v		
To:	Dec ~ 2021 ~		
Report type:	TR_B2 (Book Access Denied)		
	TR_B2 (Book Access Denied)		
DOWNLOAD NOW	TR_B1 (Book Requests (Excluding OA_Gold))		
	TR_B3 (Book Usage by Access Type)		
	PR (Platform Master Report)		
	PR_P1 (Platform Usage)		
	TR (Title Master Report)		

For any other issues regarding your account, please contact <u>orders@peterlang.com</u>.