

DRM Lite Guidelines

Note: Usernames containing '@' can cause the document to fail to open. Please avoid creating Usernames containing the '@' symbol. If you already have '@' in your Username, please contact [Customer Services](#) for advice.

What is DRM Lite?

- DRM Lite is an electronic delivery method that allows the British Library to supply securely encrypted documents and ensure the item is used only as permitted by the rights holder. Access to the document is by Username and Password via Adobe Reader 10 or above. The document is locked to a user rather than a machine, meaning it can be viewed on any machine, including mobile devices. Users are required to be registered for [On Demand](#) to enable them to open documents.

For library staff: How do I select DRM Lite as the encryption format for my organisation?

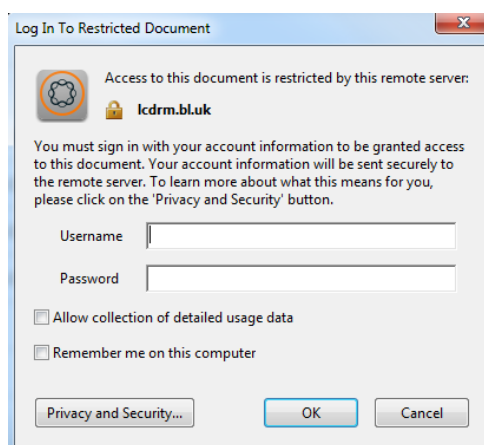
- Business Account Administrators and Account Managers can log in to the [Business Account Administration](#) page and amend the 'Copy Encryption Format' to DRM Lite. This is in the Document Supply Ordering Options tab. Alternatively, [Customer Services](#) can update your preference.

For library staff: How do I order a document to be delivered via DRM Lite?

- Once your 'Copy Encryption Format' has been amended, documents are ordered in exactly the same way as previous Secure Electronic Delivery requests.

How do I open a document using DRM Lite?

- A link to the document is delivered by email; the link will take you to the download page. Note: you must be online.
- If you are registered for On Demand and the system recognises your email address, you will be prompted to "Click to download your document".
- If you are registered for On Demand and the system does not recognise your email address, you will be prompted to enter your Username or On Demand registered email address before you "Click to download your document".
- If you are not registered for On Demand, you can register by clicking '[Register for On Demand](#)' on the download page. Follow the instructions which include activating your account. Return to the download page and enter your Username or On Demand registered email address before you "Click to download your document". Note: It can take up to 5 minutes for our records to be updated with a new On Demand registration so please retry if your initial download attempt fails.
- Once you "Click to download your document" you will be presented with the following prompt. Note: some mobile devices may require you to go to the 'downloads' notification before you can access this prompt:



Log In To Restricted Document

Access to this document is restricted by this remote server:
lcdrm.bl.uk

You must sign in with your account information to be granted access to this document. Your account information will be sent securely to the remote server. To learn more about what this means for you, please click on the 'Privacy and Security' button.

Username

Password

Allow collection of detailed usage data

Remember me on this computer

Privacy and Security... OK Cancel

- Enter your Username and Password and you will gain access to the document.
- You will need to enter these details each time you access the document, unless you check the 'Remember me on this computer' box. Note: Please DO NOT check this box if you are accessing the document on a shared computer.

How many times can I print the item?

- You may print only one paper copy, from which you may not make any further copies. You may not make further electronic copies or convert the file into any other format. You may not cut and paste or otherwise alter the text.

Can I forward the document to someone else?

- Once the document has been downloaded, only that On Demand user may access it. However, prior to that, download links may be forwarded to another email address if the document is not already associated with an On Demand user.

Why won't my document download or open? Why am I seeing blank pages?

- Are you online? Online access to the Internet is needed every time you open the document.
- Are you using Adobe Reader as your PDF viewer? If your browser's default PDF viewer is not Adobe Reader, it will need disabling before documents can be read. The Google Chrome browser and MAC devices have in-built document viewers that require disabling or bypassing.
- Are you using a compatible version of Adobe Reader? Adobe Reader 10 or above is required on any device you use to view documents, including mobile devices.
- Has a previous user locked you out by clicking 'Remember me on this computer'? If so, go to 'Edit' > 'Preferences' > 'Security' and click and confirm the 'Clear remembered account information' button, then retry the download link
- Has the download link expired? The download link will remain live for 30 days from the date of the original email. If the download link has expired, the item will need reordering.
- Does your username contain the '@' symbol? This results in the error message "There was a problem accessing your document, please try again later". Please contact Customer Services for advice.

I can't get Adobe Reader. What other options are there?

- Unfortunately, DRM Lite works only with Adobe Reader 10 or above, and documents will not open with any other PDF viewer.

For how long can I access the document?

- The article is not automatically saved and you must save it at the browser's Save/Open? prompt. Once the document is 'saved', you should have access to it for three years from the date of supply. If files are not saved, access from the download link will cease after 30 days and the item will need reordering. Upon expiry, you will be locked out of the article permanently.

What do I do if I have forgotten my On Demand Username or Password, or if my Password changes?

- If you have forgotten your On Demand Username or Password, there are links to have reminders sent from the [On Demand](#) home page.
- If your Password changes, you may continue to access saved documents using your latest Password. However, you may need to clear the remembered account information in Adobe Reader.