

DRM Lite Guidelines

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: We currently use Adobe Digital Editions. How do we switch to DRM Lite?

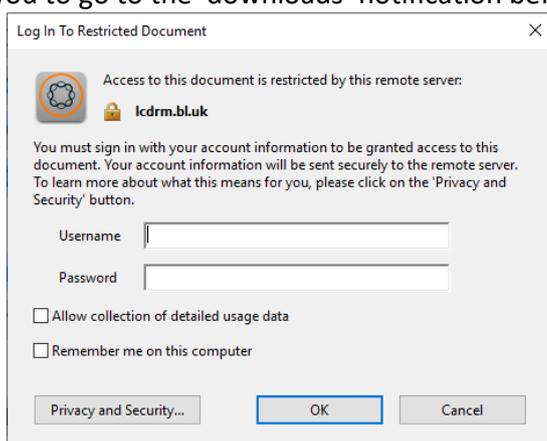
- Please send your instruction by email, quoting your Business Account number (Customer Code) to: customer-services-accounts@bl.uk

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

- Once your encryption format is set as DRM Lite, 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; clicking the link will take you to the download page. Note: you must be online.
- If you are already registered for On Demand and the system recognises your email address, you will see a link to “Download your document”. Click the link.
- 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 at Step 1 before you click “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 before you click “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 wait that long after registering before attempting the download.
- Once you click “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?

- 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. Most browsers have in-built document viewers that require disabling or bypassing. When Chrome attempts to open the document you encounter the message 'Failed to load PDF'. The MAC Preview feature will display blank pages if it attempts to open the PDF. Edge may indicate that there is a problem or that 'we can't open this file'.
- 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. Please use the latest version available to your device.
- On a shared computer has a previous user locked you out by clicking 'Remember me on this computer'? If so, go in 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.
- If a download attempt was made straight after registering, our systems may not have refreshed with the new user's details. Contact [Customer Services](#) and request a fresh download link.

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. A saved document will become inaccessible after three years.

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