

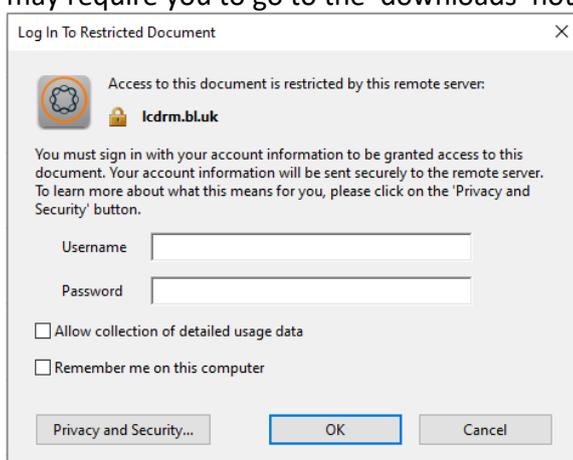
DRM Lite Guidelines

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.

How do I open a document using DRM Lite?

- A link to the document is delivered by email; upon clicking the link, you are taken to the download page. Note: the device must be connected to the internet.
- 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 10 minutes for new On Demand registrations to be synchronised with Adobe 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:



- 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 account user may access it. However, prior to that, download links may be forwarded to another email address.

Why won't my document download or open?

- Are you using Adobe Reader as your PDF viewer? If your browser's default document viewer is not Adobe Reader, it will need disabling before documents can be opened. Most browsers have in-built document viewers that require disabling or bypassing.
- If using Chrome, you will need to bypass the built-in document viewer. (Settings/Advanced/Downloads-Ask where to save each file before downloading = Applied)
- If seeing blank pages on a Mac, force the Mac to open with Adobe Reader and not the 'preview' feature. Some instructions on opening documents with Adobe Reader on a Mac are [here](#).
- If using Microsoft Edge, go into Settings (three dots) and change the setting for downloads so that you are asked what you want to do with each download when you open it.
- If presented with the option to 'open in folder', do so and then right-click over the file name and click 'open with' in order to see the Adobe Reader option.
- If your On Demand password contains unusual characters (£\$%&@ etc.) then change it (using My Account) to purely alpha-numeric, as Adobe cannot process some characters.
- Has a previous user of a shared computer 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, use [My Account](#) to reset them
- 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.
- If your username changes, you will be locked out of previously saved documents and we will not be able to re-establish access. Consider retaining a paper copy before changing username.