



HEALTH

REFERENCE SERIES
ONLINE

Frequently Asked Questions



OMNIGRAPHICS™

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Q. How do I purchase the online version of Omnigraphics' Health Reference Series?

A. Simply purchase the print version. The online version is included in your print purchase.

Q. How do I access my database?

A. If you purchased volumes previous to launch you should have received or will receive an email with registration site information. Complete the easy registration process and you will have immediate access to your database. When you purchase new volumes in the Health Reference Series, each copy will have a unique Activation Code as well as registration site information, which can then be used to activate the same content in your database.

Q. Is this a limited-time offer?

A. No. This is how we do business with our Health Reference Series purchasers going forward.

Q. Is there a time limit on when I can first activate my database?

A. No. As long as the title(s) you bought are in print, you will be able to activate your database.

Q. What do you mean when you say that use is limited to two locations?

A. Access to Health Reference Series online can only be activated at the computer terminals of up to two physical locations, such as a main library and a branch location. However, users registered through your library system can remotely access the database at any time. If you would like access for more than two physical locations, contact your sales representative or Omnigraphics at (800) 234-1340.

Q. I purchased Health Reference Series volumes before launch. How will I know when my online database is ready?

A. We will contact you directly with registration and log in information.

Q. I have Health Reference Series volumes that were published before 2015. Will I get them in my database when the online platform is released?

A. Unfortunately no. However, the majority of those titles are slated for new editions in the coming months and will be available online when published. We want to ensure that the best and most up-to-date content on a given subject is what you see first in your online database!

Q. Are there really no extra costs? What about the print price? Is that going up?

A. No, no extra costs, and the print price isn't going up. You'll pay what you've always paid.

Q. Will the offers and discounts currently available to me change?

A. No, they are still available. However look for new and better offers to come later in the year!

Q. Will the way I buy Health Reference Series volumes change?

A. No, you buy print volumes as you always have (e.g. direct from Omnigraphics, through sales representatives or companies such as Baker & Taylor). And there's no extra paperwork or process.

Q. I have a print standing order. Does that change?

A. Your print standing order remains unchanged.

Q. Is my database continuously updated?

A. Your database will only be updated when you purchase a new edition of a given volume.

Q. Are other Omnigraphics titles available on the same platform?

A. Only the Health Reference Series is currently available on the new online platform. However, Omnigraphics' Teen Health Series and the Teen Finance Series will be available in 2017.

Q. I'm interested in learning more. Can I see a demo of the online version?

A. Look for demos, webinars and other, more detailed information.