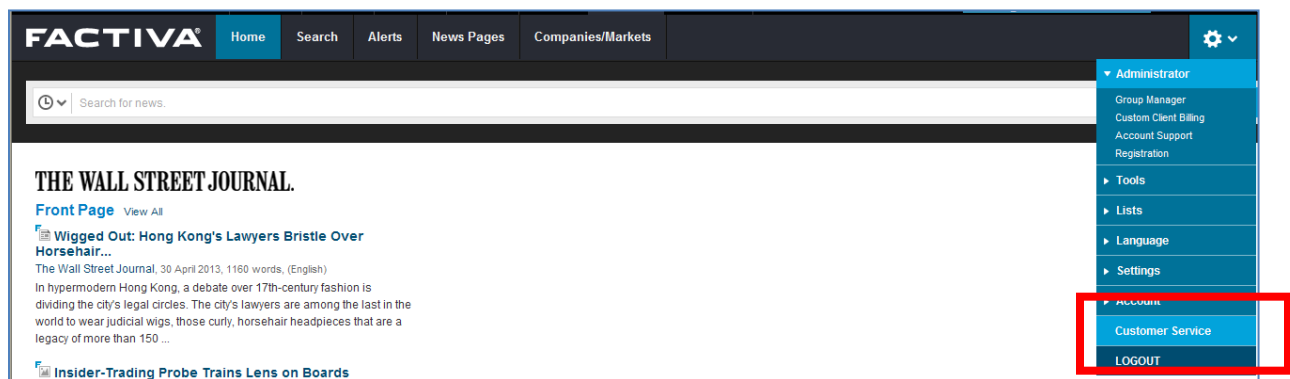


## Quick Reference Guide to Accessing Factiva.com Usage Reports

May 2013

Dow Jones offers a variety of usage reports to administrators for Factiva academic accounts.

**To begin: Log into Factiva.com with an Admin ID and click on settings menu (cog wheel icon) > Customer Service**



The screenshot shows the Factiva.com website interface. At the top, there is a navigation bar with links for Home, Search, Alerts, News Pages, and Companies/Markets. A search bar is located below the navigation bar. On the right side, there is a settings menu (cog wheel icon) with a dropdown menu. The dropdown menu is open, showing options: Administrator, Group Manager, Custom Client Billing, Account Support, Registration, Tools, Lists, Language, Settings, ACCOUNT, Customer Service, and LOGOUT. The 'Customer Service' option is highlighted with a red box.

### To Access COUNTER Reports:

Click on **Administration** tab > **Billing and Usage** > **COUNTER Reports**



The screenshot shows the DOW JONES Customer Support website. The navigation bar includes Home, Learning, Content Watch, and Administration. The Administration tab is selected and highlighted with a red box. Below the navigation bar, there is a sub-menu with options: End-User Administration, Billing and Usage, Technical Resources, and Enable Site Administrators. The Billing and Usage option is selected and highlighted with a red box. A dropdown menu is open under Billing and Usage, showing options: Account Address, Current Usage Report, Online Invoice, Purchase Order, and COUNTER Reports. The COUNTER Reports option is highlighted with a red box. The main content area displays the COUNTER Reports section, listing several reports with links to Excel and CSV files. The footer includes the Factiva logo and copyright information: © 2013 Factiva, Inc. All rights reserved.

### Available COUNTER Reports:

- **Journal Report 1 (R3)** - Number of Successful Full-Text Article Requests by Month and Journal
- **Database Report 1 (R3)** - Total Searches and Sessions by Month and Database
- **Database Report 2 (R3)** - Turnaways by Month and Database

### Note:

- Reports are available for the previous year and the current year
- Additional information is available in Support FAQ #9457

### To access Current Usage Reports:

Click on **Administration > Billing and Usage > Current Usage Report**

The screenshot shows the DOW JONES Customer Support website interface. At the top, there is a navigation bar with links for Home, Learning, Content Watch, and Administration. Below this, a secondary navigation bar contains links for End-User Administration, Billing and Usage, Technical Resources, and Enable Site Administrators. The 'Administration' link in the top bar and the 'Billing and Usage' link in the secondary bar are highlighted with red boxes. A dropdown menu is open under 'Billing and Usage', showing options for Billing and Usage, Current Usage Report, Online Invoice, Billing Enquiry, Purchase Order, and COUNTER Reports. The 'Current Usage Report' option is also highlighted with a red box. The main content area is titled 'Online Usage' and contains instructions: 'To view information about your usage, select the type of report you want to review, select the date range of the report, and then select a client/project code if applicable.' Below the instructions are three dropdown menus: 'Select Report Type:' with 'Account Summary' selected, 'Select Report Date:' with 'April' selected, and 'Select Range:' with '1' and '30' selected. A 'View Report' button is located at the bottom of the form. The footer of the page includes 'Dow Jones Factiva' and '© 2013 Factiva, Inc. All rights reserved. DOWJONES'.

### Available Standard Current Usage Reports:

- **Account Summary:** Summary of all the usage on your account
- **User Summary:** Note: Academic accounts have Simultaneous Users.
- **Individual Summary:** Provides your own personal usage.  
Note: Academic accounts have Simultaneous Users

**Direct link to the support site: <http://customer.factiva.com>**

- **Client/Project Summary: Not applicable to academic accounts.**

**Note:**

- Reports available for current month and previous 3 months
- Additional information available in Support FAQ #5585

**To access COUNTER Consortia Reports:**

**Consortia reports are only available via FTP.**

**Note: Only four consortia are setup for COUNTER Consortia Reporting.**

Consortium Name	FTP Account Name
CEIRC	ceircctr
Couperin (ID: 2621027)	couperinctr
Konsortium der Schweizer Hochschulbibliotheken	kshctr
Statewide California Electronic Library Consortium (SCELC)	scelctr

**You can use the below WSDL to build a web service client and access the reports in SUSHI XML**

Webservice endpoint - <http://customer.factiva.com/CWS/CounterWebService.asmx>

Webservice WSDL - <http://customer.factiva.com/CWS/CounterWebService.asmx?wsdl>

**ID: XXXX**

**Password: XXXX**

**Available Consortia Reports:**

- **Consortium Report 1/Journal Report 1** - Number of Successful Full-Text Article Requests by Month and Journal
- **Consortium Report 2/Database Report 1** - Total Searches and Sessions by Month and Database

**Direct link to the support site: <http://customer.factiva.com>**

## **To Access SUSHI Reports:**

### **SUSHI XML Reports are available via FTP**

Use the WSDL below to build a web service client to access the reports in SUSHI XML reports.

Webservice endpoint - <http://customer.factiva.com/CWS/CounterWebService.asmx>

Webservice WSDL - <http://customer.factiva.com/CWS/CounterWebService.asmx?wsdl>

**ID: XXXX**

**Password: XXXX**

The reports are available for the current year and the previous year.

The table below is a description of the input fields in the web service.

<b>Webservice Request Field</b>	<b>Webservice Request Field Description</b>
username	The product login username
password	The product login password
namespace	The product login namespace
ReportType	The report type requested, COUNTER Report types supported are  <ol style="list-style-type: none"><li>1. DatabaseReport1 (not available to Consortia accounts)</li><li>2. DatabaseReport2 (not available to Consortia accounts)</li><li>3. JournalReport1 (not available to Consortia accounts)</li><li>4. ConsortiumReport1 (only available to Consortia accounts)</li><li>5. ConsortiumReport2 (only available to Consortia accounts)</li></ol> The above report names are the values expected in this field.
Year	The reporting year in YYYY format example: 2012
ProductID	The product login namespace (same as the namespace field)

**Direct link to the support site: <http://customer.factiva.com>**

IPAddress	The IP address of the customer, that is associated with the account for IP restrictions.
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**Direct link to the support site: <http://customer.factiva.com>**