

# Administrator's Quick Start Guide

## World Book Online Reference Center

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### System Requirements

The World Book Online Reference Center has the following System Requirements:

#### Supported Browsers:

Internet Explorer 5.x and higher  
Netscape 7.x and higher  
Mozilla 1.x and higher  
Safari 1.x and higher  
AOL 6.x and higher

#### Javascript:

Must be enabled.

#### Plug-ins:

The Reference Center requires the installation of two browser plug-ins to play the multimedia files. Both are free and available for both Windows and Macintosh operating systems.

- REALPLAYER

The Realplayer plugin plays the audio and video files. It may be downloaded directly from the distributor's web site. Click on the "Free Download" link on the home page and follow the install instructions on their site: <http://www.real.com>

- IPIX

The Ipix plug-in plays the 360 Degree View files. The free player may be downloaded directly from the distributor. Follow the install instructions for the Immersive Photography plug-in viewer posted on their site:

[http://www.ipix.com/products\\_plugin.html](http://www.ipix.com/products_plugin.html)

## Logging In

The World Book Online Reference Center is available at the following Internet addresses:

World Book Customers

<http://www.worldbookonline.com>

Heinemann Customers (UK)

<http://www.heinemannworldbook.co.uk>

\*[Note: The “www” is required in the address.]

The Administrator Tool is available at the following address:

<http://www.worldbookonline.com/admin>

There are six authentication methods available to access the Reference Center. These are:

- IP Number
- ID/Password
- Downloadable Icon
- Referring URL
- EZ Proxy
- Library Card

An authentication type must be chosen and the specifications such as IP range or choice of ID/Password should be submitted during the account activation process, before you will be able to login. If you have not done so already, please contact Customer Service to set up your authentication type.

IP Authentication - This method will provide users direct access to the Reference Center once they type in the web address. If a log-in page appears, you may check the IP ranges associated with your account in the Administrator’s Tool by clicking on the “Manage IP Addresses” tab. If no “Manage IP Addresses” tab appears, then there are no IP ranges associated with the account.

ID/Password – The login page at <http://www.worldbookonline.com> will accept an ID and Password associated with your account. This login may be managed in the Administrator’s Tool by clicking on the “Manage Account” tab.

Downloadable Icon – An Icon program may be downloaded from the Administrator Tool home page. This is a small program that will self-install and provide direct access without displaying a login page or entering an ID/Password. Simply download the Icon to the local computer's desktop, double-click and follow the onscreen instructions to enter the ID and Password. IP authenticated users should leave these boxes blank. The program will install the Icon on the desktop. Double clicking the installed Icon will bring up the home page of the Reference Center.

Referring URL – The Reference Center can provide Home Access through Referring URL, an authentication type available with Gold and Platinum level subscriptions. By placing a link to <http://www.worldbookonline.com> on a secure page on your website, users may access remotely. Please contact Customer Service for more information on setting up a Referring URL link.

EZ Proxy – This method allows access to the Reference Center via a third-party product, EZ Proxy. Please contact Customer Service for more information.

Library Card – Access to the Reference Center may be configured to use library card numbers as the log-in. A special login page can be created for your account, that will display your institution's name. This must be set up in advance with Customer Service. The URL for a Library Login enabled account is: [http://www.worldbookonline.com/jsp/libLogin.jsp?acct=\(your account number\)](http://www.worldbookonline.com/jsp/libLogin.jsp?acct=(your account number))

## **Main Features**

Welcome to the World Book Online Reference Center! The Silver, Gold, and Platinum subscription levels to the Reference Center include the following main features:

- Encyclopedia
- Dictionary
- Atlas
- Back in Time
- Special Reports
- EBSCO Magazine Articles
- Videos & Animations
- Audios & Pronunciations
- Pictures and Illustrations
- 360-Degree Views
- Surf the Ages
- Resource Guides
- Section 508 ADA Compliance

The Site Contents link in the navigation bar has a complete list of these features and more.

## Premium Products

The Gold and Platinum subscriptions to the World Book Online Reference Center also include some or all of the following (depending on your subscription type):

- Global Encyclopedia includes both American and British English versions
- Research Libraries (up to 8 Libraries are offered)
- Spanish Student Discovery
- Home Access

## Display Customization

The Reference Center has features that allow the Administrator and the User to customize the web interface. These include:

Greeting Text – Up to 37 characters of text may be entered to welcome the user. Examples include, “Welcome, Main High School!” or “Provided by Springfield Library”. This greeting will be displayed prominently on the navigation bar, below the World Book Logo, during the first viewing of the Reference Center home page. The text may be entered in the Administrator Tool, by clicking on the Manage Account tab.

Standard and Kids Display – The Reference center content may be viewed in two display versions. The Kids display has an interface that is designed for younger users. The Standard display is intuitively designed for older users. The display may be changed by clicking on the Change Display button, located on the navigation bar on the top right side. Once the display type has been chosen, the choice will be remembered, even if the browser is closed. IP authenticated customers may also place a direct link on their intranet to the following URLs:  
<http://www.worldbookonline.com/wb/kids>  
<http://www.worldbookonline.com/wb/standard>

Explore Resource Guide Tab – An account may choose a geographic region, such as their local State or Province, to appear as a tab on the navigation bar. This tab will contain a Resource Guide of links to related information and articles, that are hand chosen by World Book Editors. Examples of the text on the tab include, “Explore Arizona” or “Explore Ontario”. Call Customer Service to specify the Explore Resource Guide tab.

Library Card Login – For accounts that have chosen Library Card Number as their Remote Access authentication type, a custom login page is automatically displayed with the Institution name above the login box.

Global English – Accounts that have subscribed to Gold or Platinum level subscriptions may have access to both the American English version or the British English version. Clicking on the language version button on the upper right side of the navigation bar, will toggle between the American English (blue) and the British English (green) displays.

## **Customer Training Guide**

As a subscriber to the World Book Online Reference Center (WBORC), your school, library, or business has access to one of the most authoritative and easy-to-use information sources available on the World Wide Web. WBORC features the content of The World Book Encyclopedia, plus 16 additional databases that allow students, educators, and others to conduct in-depth research on thousands of topics. The purpose of this training guide is to help you introduce people to the breadth, depth, and accuracy of WBORC's information and the many ways the site can be used, especially in support of classroom instruction.

The Training Guide can be accessed at:

<http://www.worldbook.com/training>

## **Administrator Account Tools**

These are a set of tools that were developed to allow Administrators a self service method of updating their account information and access.

The main features of the Administrator Account Tools include:

- Enter Greeting Text
- Review and Update Account Information
- Manage IP Authentication Numbers
- Access Usage Reports
- Change User ID and Password
- Change Administrator ID and Password
- Change Referring URL
- Enter Greeting Text
- Access the Downloadable Icon
- Frequently Asked Questions
- Technical Support and Customer Service contact information

## Contact and Support

**Customer Service** – Get help with account issues, such as billing, account information, and setting the online access method.

- United States & Canada

Support for School & Library Customers

E-mail: [sub.questions@worldbookonline.com](mailto:sub.questions@worldbookonline.com)

Telephone: (800) 967-5325 (available 8:00 a.m. to 5:00 p.m., M-F)

US Mail: World Book, Inc.

Attn: Order Processing Department (World Book Online)

233 N. Michigan

Chicago, IL 60601

(Please include your name, the school/library name, account #, a phone number, and a detailed description of your question, concern, or comment.)

- Australia & New Zealand

E-mail: [Jrodrigues@worldbook.com.au](mailto:Jrodrigues@worldbook.com.au)

Telephone: 02-9902 3420

(Please include your name, the school/library name, account #, a phone number, and a detailed description of your question, concern, or comment.)

- United Kingdom, Ireland, Northern Ireland

E-mail: [worldbook.enquiries@heinemann.co.uk](mailto:worldbook.enquiries@heinemann.co.uk)

(Please include your name, the school/library name, account #, a phone number, and a detailed description of your question, concern, or comment.)

- Philippines

E-mail: [technical.support@worldbook.com.ph](mailto:technical.support@worldbook.com.ph)

Telephone: (632) 411-2271, 72, 73, 74, 75

Fax: (632) 411-2270

(Please include your name, the school/library name, account #, a phone number, and a detailed description of your question, concern, or comment.)

Mail: Phoenix Educational Services, Inc.

1116 Quezon Avenue, Heroes Hill

Quezon City, Metro Manila 1005 PHILIPPINES

- Sweden

E-mail: [info@gmmab.com](mailto:info@gmmab.com)

(Please include your name, a phone number, and a detailed description of the problem you are experiencing.)

Telephone: 46-451-89515

Fax: 46-451-89615

Mail:

Global Multimedia

AB 3 Avenyen 13 S-281 31

Hassleholm

**Technical Support** – Get technical support assistance for issues such as logging in, media player plug-ins, and home access.

- Frequently Asked Questions

Are available in the Help section of the Administrator Tool.

- Reference Center Help

The Online Reference Center Help file contains detailed information on World Book Online. The Help file may be accessed by clicking the Help link on the Reference Center navigation bar.

- System Status

The current state of the Online Reference Center is displayed on the home page of the Administrator Tool. Click on the System Status link for more details. <http://www.worldbook.com/status.jsp>

Technical Support contacts:

- United States & Canada

E-mail: [help@worldbook.com](mailto:help@worldbook.com)

(Please include your name, the school/library name [if a school and library customer], and a detailed description of the problem you are experiencing.)

Telephone: (888) 873-4900  
M-F, 8:30 am - 5:00 pm (CST)

Technical Support is not available evenings, weekends, or holidays.

US Mail : World Book, Inc.  
Attn: World Book Online Technical Support  
233 N. Michigan  
Chicago, IL 60601

- Australia & New Zealand

E-mail: [Jrodrigues@worldbook.com.au](mailto:Jrodrigues@worldbook.com.au)

(Please include your name, the school/library name [if a school and library customer], and a detailed description of the problem you are experiencing.)

- United Kingdom, Ireland, Northern Ireland

E-mail: [worldbook.enquiries@heinemann.co.uk](mailto:worldbook.enquiries@heinemann.co.uk)

(Please include your name, a phone number, and a detailed description of the problem you are experiencing.)

Telephone: 01865 888064

- Philippines

E-mail: [technical.support@worldbook.com.ph](mailto:technical.support@worldbook.com.ph)

(Please include your name, a phone number, and a detailed description of the problem you are experiencing.)

Telephone: (632) 411-2271, 72, 73, 74, 75

Fax: (632) 411-2270

Mail:

Phoenix Educational Services, Inc.  
1116 Quezon Avenue, Heroes Hill  
Quezon City, Metro Manila 1005 PHILIPPINES

- Sweden

E-mail: [info@gmmab.com](mailto:info@gmmab.com)

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