SUPPORT.GALE.COM

Basic Navigation and Discovery

Gale's Support Site, Support.gale.com, provides you with access to training, marketing, and technical materials created to support you through your entire Gale journey. Utilize this tip sheet to build a basic understanding of the layout and workflows available to you.

ENTER YOUR LOCATION ID

When you first access Support.gale.com, you should enter your **Location ID**. This will give you the best experience, as it will only show you the resources you have access to, and the materials that have been created for your institution type (K12 school, public library, or academic institution).

- On the homepage, enter your **Location ID** in the **Log In** bar, or select **Find Your Location**.
- Once you sign in, you will see your institution name in the top right corner, and your Customer Success Manager's information in the middle of the page.

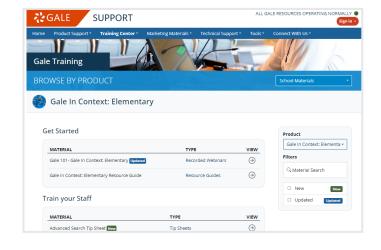
FIND CONTENT BY PRODUCT

If you are interested in content directly linked to one of your resources, as opposed to browsing all available content, you should explore by product.

- On the homepage, hover over Product Support then select Browse Products from the drop down.
- If you entered your Location ID, you should only see
 the products you have available listed. Use the filters
 on the right to narrow down your list as needed, and
 select the resource you want to explore.
- Once on your resource page you will immediately see basic information, including your Direct URL, a resource description, and database icons.
- Utilize the options on the right side of the screen to navigate to Training Documents (like Tip Sheets, Webinars, Slide Decks, and Lesson Plans), Marketing Materials (inlouding Flyers, Posters, and Social Media Posts), or Product Updates.
- Select an entry to view or download.
- Alternatively, you can select the Get Link button found within the orange drop down at the top of the page to get a direct URL with your Location ID still attached.









FIND CONTENT IN THE TRAINING CENTER AND MARKETING MATERIALS SECTION

If you are looking for a particular type of content, like a **Student Activity**, **Training Slide Deck**, or **Flyer**, utilize the **Training Center** and **Marketing Materials** drop downs listed on the homepage.

- The **Training Center** includes:
 - » Browse By Type: Choose your content type from a list of each type available.
 - » Browse By Product: Choose your resource to see only the training materials related to it (you will not see any marketing materials or your direct URLs).
 - » Video Tutorials: View all tutorials (generally under 2 minutes) for your resources.
 - » Upcoming and Recorded Webinars: Register for upcoming webinars, or view recordings (webinars are generally 15-60 minutes).
 - » Content Specific Materials: Find content related to different themes and observances, like Black History Month or Financial Literacy Month.
- The Marketing Center includes:
 - » Browse By Type: Choose your content type from a list of each type available.
 - » Browse By Product: Choose your resource to see only the marketing materials related to it (you will not see any training materials or your direct URLs).
 - » Product Updates: See announcements about updates within your resources, organized by date posted.

ACCESS TECHNICAL SUPPORT AND ADDITIONAL TOOLS

In addition to training and marketing materials, Support.gale.com provides you with access to technical documents, and links to other Gale applications.

- Use the Technical Support drop down to find technical documents including information about Accessibility, Authentication, Discovery, LMS, SSO, Usage, and more.
 - » This is also where you will find our FAQ and Database Status sections.
- Utilize the Tools drop down to access
 AccessMyLibrary, Gale Admin, Gale Pages, and
 Usage Dashboard.



