

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** (including 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**.

The screenshot shows the Gale Support page with the 'Training Center' dropdown menu selected. The page features a navigation bar with 'Home', 'Product Support', 'Training Center', 'Marketing Materials', 'Technical Support', 'Tools', and 'Connect With Us'. Below the navigation bar is a banner for 'Gale Training' with the tagline 'ACCELERATE LEARNING' and a sub-tagline 'Increase engagement with your learners.' There are three main content cards: 'Browse Material' (548 items), 'Upcoming Webinars' (128 items), and 'Watch Video Tutorials' (63 items). Below these cards is a section for 'Upcoming Webinars' with a list of three items: 'Build Strong Readers: Integrate the Science of Reading with Gale In Context' (5/23/24), 'Gale 101- Gale In Context: Environmental Studies' (5/16/24), and 'Gale 101- Gale In Context: Science' (6/27/24).

The screenshot shows the Gale Support page with the 'Marketing Materials' dropdown menu selected. The page features a navigation bar with 'Home', 'Product Support', 'Training Center', 'Marketing Materials', 'Technical Support', 'Tools', and 'Connect With Us'. Below the navigation bar is a banner for 'Marketing Materials' with the tagline 'EXTEND THE REACH OF YOUR RESOURCES' and a sub-tagline 'Promote your Gale resource within your library, online, via social media and more.' There are three main content cards: 'Browse By Product', 'Browse By Type' (602 items), and 'Product Updates'. Below these cards is a section for 'Most Viewed Marketing Materials this Week' with a list of four items: 'Gale In Context: Opposing Viewpoints Product Summary', 'Access My Library OneSheet', 'Gale In Context: Opposing Viewpoints Bookmark', and 'Gale In Context Opposing Viewpoints Social Media Posts with Instructions'.

The screenshot shows the Gale Support page with the 'Technical Support' dropdown menu selected. The page features a navigation bar with 'Home', 'Product Support', 'Training Center', 'Marketing Materials', 'Technical Support', 'Tools', and 'Connect With Us'. Below the navigation bar is a banner for 'Technical Support' with the tagline 'TECHNICAL DOCUMENTS'. Below the banner is a section for 'Get insight into authentication, discovery and more!' with a grid of 13 technical document categories: 'Accessibility' (2 Documents), 'Authentication' (11 Documents), 'Discovery' (13 Documents), 'Gale Admin' (21 Documents), 'General' (11 Documents), 'LMS' (12 Documents), 'MARC Records' (3 Documents), 'SSO' (1 Documents), and 'Usage' (5 Documents). At the bottom of the page is a navigation bar with 'COMPANY', 'MARKETS', 'PRODUCTS', 'SUPPORT', and 'CONNECT WITH GALE'.