

# GALE IMPLEMENTATION FAQs FOR CALIFORNIA'S K-12 AND PUBLIC LIBRARIES

Use this document to find answers to some of the most common questions related to implementation of your Gale resources available through California's K-12 Online Content Project.

## ACCESS

### Does my institution have access to these resources?

All California K-12 schools and public libraries receive access to these premium resources at no cost to them. Visit <https://support.gale.com/cak12> and check the drop-down list of institutions to see if your institution is registered for Gale resources.

### How do I register my institution for the CA K-12 Online Content Project?

Visit this [link](#) to complete registration and to reach vendor contacts.

### What's included?

- **Gale In Context: Environmental Studies** — understand environmental issues that affect people globally through topic overviews, journals, news and multimedia content.
- **Gale Interactive: Science** — manipulate 3D interactive models to visualize and understand biology, chemistry, earth, and space science concepts.
- **Gale Presents: National Geographic Kids** — explore amazing adventures in science, nature, culture, archaeology and space.

## TECHNICAL QUESTIONS

### How do I acquire resource access URLs for my institution?

Access URLs are provided in the informational e-mail you receive after registering. You may also visit <https://support.gale.com/cak12>. Select your institution to find access URLs for each resource. (Note: Schools are listed by their district, not individually.)

Gale resources are not accessible on the open web; they require authentication to access. The access URLs provided use geo-authentication to authenticate users into the resources.

### What is geo-authentication?

Geo-authentication checks a user's location to enter them into the resources without further authentication. The user may be prompted by their browser to let their location be known. If the user is in California, they won't be prompted for any further authentication (i.e. library card number, password, etc.).

## TECHNICAL QUESTIONS continued

### What if a user doesn't want their location to be known or are out-of-state?

Gale has several other authentication options:

- Try the password “poppy”
- Assigned IP addresses
- Institutional password
- Library card barcode numbers
- Single-sign on from participating vendors

Visit this [site](#) to explore more options and/or reach out to Gale's Technical Support at [Gale.TechnicalSupport@cengage.com](mailto:Gale.TechnicalSupport@cengage.com) or 1-800-877-4253.

### Can I see usage statistics for my institution?

Yes! Reach out to Gale's Technical Support at [Gale.TechnicalSupport@cengage.com](mailto:Gale.TechnicalSupport@cengage.com) or 1-800-877-4253 for access to *Gale's Usage Portal* and *Gale's Usage Dashboard*.

- *Gale's Usage Portal* allows for usage reports showing usage up to two days prior and for the creation of auto-generating reports on a recurring basis (eg. monthly usage reports delivered to your e-mail)
- *Gale's Usage Dashboard* provides statistics through the previous month with easily generated, eye-catching reports not available in the Usage Portal.

Find support documentation about usage [here](#).

## TRAINING AND PROMOTIONAL SUPPORT

### Where can I find training materials for Gale resources?

We offer a variety of training materials including instructional webinars and resource guides, quick learning tutorials and tip sheets, lesson plans, scavenger hunts and more. Promotional materials include digital signage, flyers, social media images and posts, blogs posts, and more.

- Visit <https://support.gale.com/cak12/training> to find upcoming and previously recorded webinars suited to California school and library staff.
- Visit our product support pages to find training and promotional materials for all:
  - [Gale Presents: National Geographic Kids](#)
  - [Gale Interactive: Science](#)
  - [Gale In Context: Environmental Studies](#)

### Do you offer additional support?

Yes! Your institution has a dedicated Gale Customer Success Manager (CSM) who can help you through discussions about usage, best practices with your resources, and more. Reach out to connect with your Gale CSM at [gale.customersuccess@cengage.com](mailto:gale.customersuccess@cengage.com) or visit <https://support.gale.com/cak12>, select your institution, and visit the support home page to make an appointment on your CSM's calendar.