

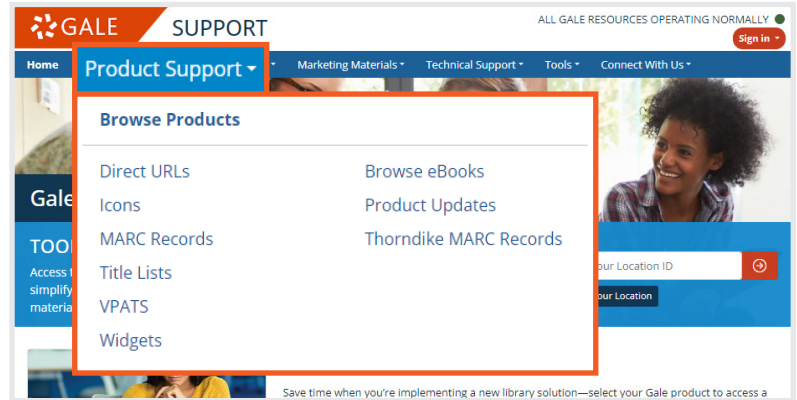
SUPPORT.GALE.COM

Product Support Section

The Product Support section of Support.gale.com, found under Product Support on the homepage, provides you with access to your direct URLs, icons, MARC records, and support materials organized by product. **To best utilize this section, be sure to sign in with your Location ID.**

Browse Products Drop Down

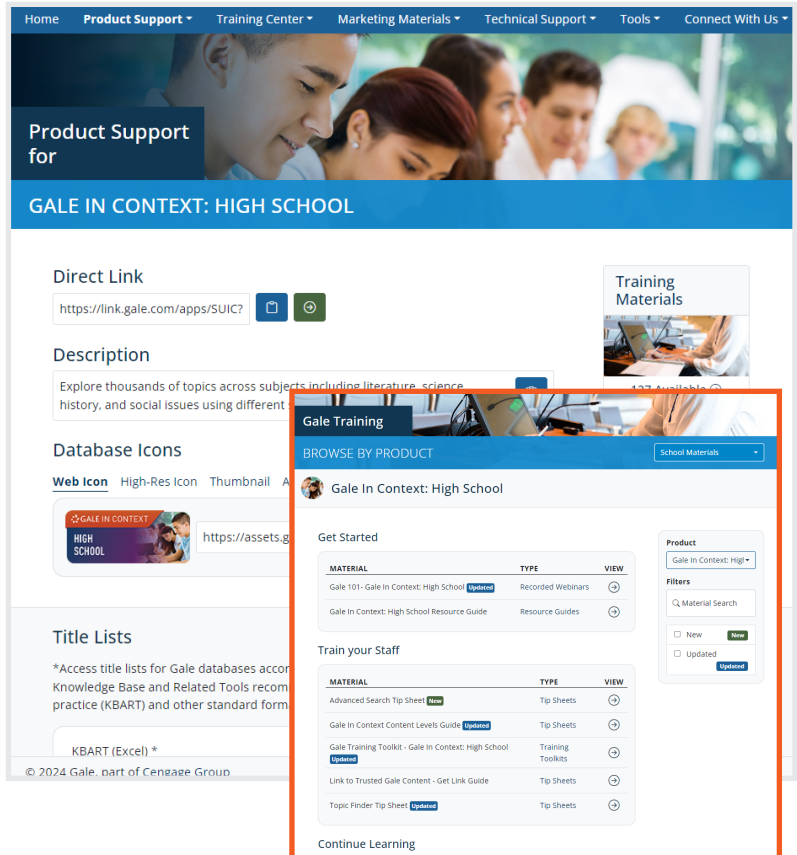
- Hover over the **Product Support** option in the tool bar.
- If you are looking for something specific, like your direct URLs or icons, you can select them directly from the drop down.
- If you are looking for all materials related to specific resources, select the **Browse Products** option.



Browse Products

After selecting the **Browse Products** option, you will be sent to a list of your currently available products. **Note:** If you did not sign in with your **Location ID** you will see all Gale products listed.

- Choose your product of interest. Filtering by **Product Family** can narrow a longer list of resources.
- Once on your product page, you will have access to basic support including your direct URL, icons, and MARC records.
- To view **Training** or **Marketing** materials, select one of the tiles on the right side of the page.
- Training materials are organized based on your need, so you will find sections including Get Started, Train You Staff, Continue Learning, and Find Lessons and Activities.
- Utilize the **Material Search** in both the **Training** and **Marketing** sections for simple discovery of the content you need.



Have more questions? Your Customer Success Manager is here to help you better understand how to use Support.gale.com, and review the materials available to you. Reach out to your Customer Success Manager directly, or send an email to Gale.customersuccess@cengage.com.