Navigate the Gale Support Site

Support.gale.com

Support.gale.com is a one-stop shop designed to help you get the most from your Gale resources. You will find materials to support you in training your staff, promoting your resources, engaging patrons, and creating easy resource access points.

Utilize this tip sheet to discover best practices in navigating and leveraging our Support Site.

Homepage Layout and Sign In

The homepage is designed to be a single access point to all parts of the Support Site.

- **Sign In**: While not required, you can sign into the Support Site by entering your **Location ID**.
  - » Signing in will ensure you only see the materials available for resources in your current collection.
- Utilize the **Navigation Bar** at the top of the page to access the different sections within the Support Site.
- Scroll down on the homepage for quick links to popular materials and sections.

Product Support Section

The Product Support section provides direct access to basic product information like direct URLs (if you're signed in), icons, and MARC records.

- Utilize the Product Support drop down in the **Navigation Bar** to choose the information you need.
- The **Browse Products** option allows you to access a page dedicated to a specific resource, where you will find all support materials related to it.
- If you need an icon or MARC records, it's suggested you click directly to those sections.
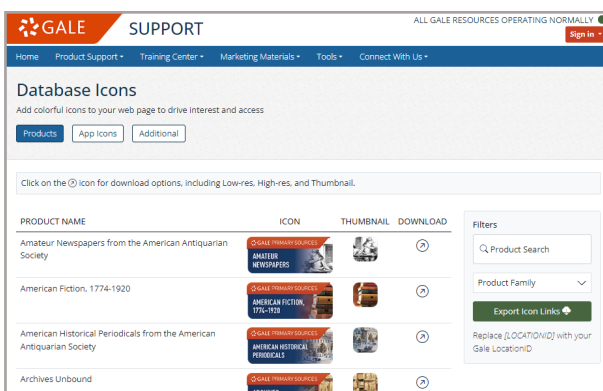
Training Center

The Training Center provides access to pre-created, on-demand training materials for all your Gale resources.

- The Training Center drop down in the **Navigation Bar** provides you with seven organization types to browse through, depending on what you are looking for.
  - » **Browse by Type:** This organizes content by what it is, as opposed to what it's made for. If you're looking for a Training Slide Deck, Webinar, or Resource Guide this is a good place to start.
  - » **Browse by Product:** This option allows you to browse and search based on resource. If your looking for all materials related to *Gale General OneFile*, as an example, this is a good place for you to start.
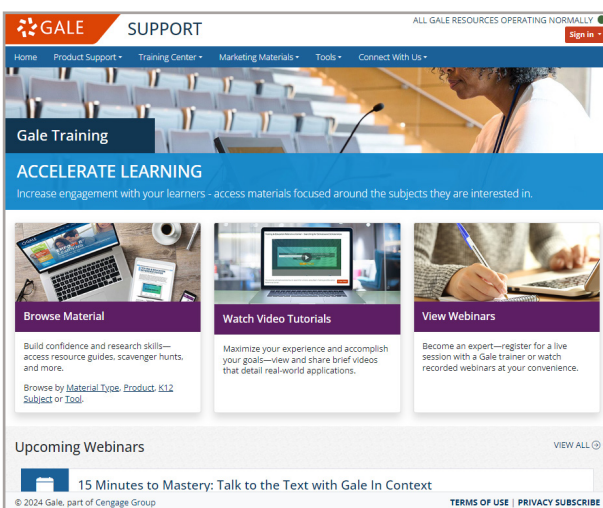
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» **Browse by K12 Subject:** This section is designed for librarians and teachers in K12 schools, but might be helpful if you are looking to support home schooled patrons or those looking for homework help.

» **Video Tutorials:** This section houses short (under five minutes) tutorials designed around key features and tools within the resources.

» **Webinars:** This section contains longer videos (anywhere from 15-60 minutes) that are much more comprehensive. You will also find any free upcoming webinars we have scheduled.

» **Content Specific Materials:** This section is organized based on special events. You will find content for **Black History Month**, **Media Literacy Week**, and many more observances.
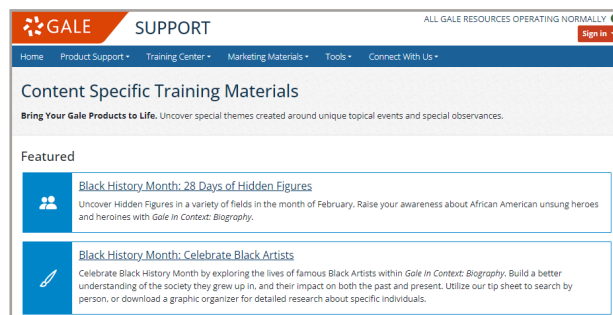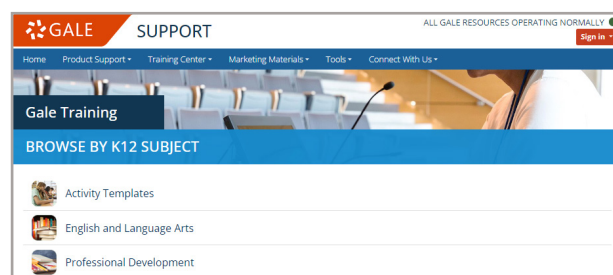
Marketing Materials Section

Marketing Materials support your efforts to get the word out about your resources.

- Within the Marketing Materials section you have the option to explore either by type or by product.
  » **Browse by Type:** Great if you want to see all Posters or Email Templates we have available.
  » **Browse by Product:** Best if you want to see all marketing content related to one resource. As an example, you can select *Gale Books and Authors* and see all the content on one page.
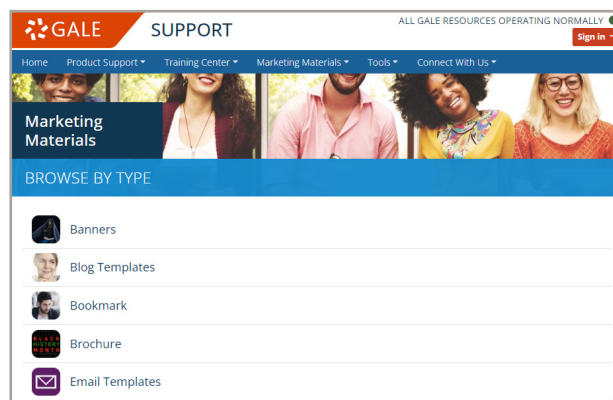
Tools Section

The Tools Section provides access to both technical documents, and external Gale tools.

» Selecting Technical Documents allows you to find directions and FAQ Documents about key topics like **Authentication**, **Accessibility**, and more.

» The other options under the Tools drop down provide access to various platforms to check usage, change resource settings, and develop a **Gale Page**.
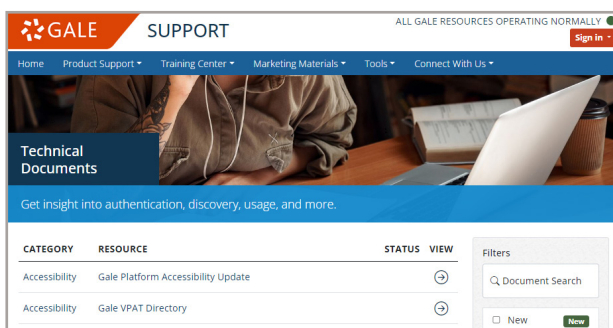
Need more information? Reach out to your Customer Success Manager either directly, or by emailing our general inbox at **Gale.customersuccess@cengage.com**.

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