
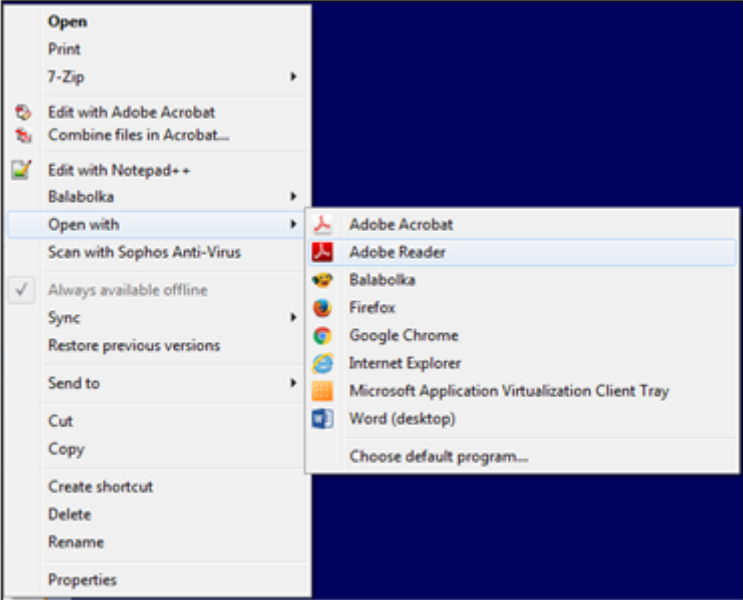



# Downloading British Library documents: Help with problems


## Accessing Documents

Problem	Suggested solution
How will I recognise the email from the British Library?	<p>The email containing the link to download your document will arrive from <b>noreply@bldss.bl.uk</b>. The banner below will be at the top of the email.</p> 
Nothing happens when I click on the link in the British Library email.	<p>Copy and paste the link into the address bar of your internet browser (don't use Google Chrome).</p>
The document won't open.	<p>To open the document you need to be:</p> <ul style="list-style-type: none"> <li>• Connected to the <b>internet</b>.</li> <li>• Opening the document using <b>Adobe Reader 10 (or above)</b>.</li> </ul> <p>Adobe Reader is available on most devices, including university computers. If necessary you can download Adobe Reader for free <a href="#">here</a> or from your App Store.</p> <p>If your On Demand account username includes the <b>@ character</b>, there can be problems opening British Library documents. Please email</p>



Problem	Suggested solution
	<p><a href="mailto:interlibraryloans@anglia.ac.uk">interlibraryloans@anglia.ac.uk</a> or call the British Library directly on 01937 546060.</p>
<p><b>Error message when attempting to download document:</b></p> <p><b>“This document is encrypted by an unsupported security handler.”</b></p> <p><b>OR</b></p> <p><b>“Failed to load PDF document.”</b></p>	<p>You may see this error message if a PDF viewer other than Adobe Reader is set as the default on your computer/ device.</p> <ul style="list-style-type: none"> <li>• Save the British Library document.</li> <li>• Right click on the file.</li> <li>• Choose <b>Open with &gt; Adobe Reader.</b></li> </ul> 
<p><b>What if I am using a Mac or iPad?</b></p>	<p>If you are using an Apple device you may need to download Adobe Reader (10 or above) for free <a href="#">here</a> or from your App Store.</p> <p>You can then <b>choose to open the document in Adobe Reader.</b> On an iPad, you may need to click</p>

Problem	Suggested solution
	<p>on the Share icon and choose Copy to Adobe Acrobat Reader.</p>  <p>You can use Safari as your internet browser.</p>
<p><b>Error message when attempting to download document:</b></p> <p><b>“Error: Unfortunately there has been a problem with the delivery of your document. Please try again in a few minutes.”</b></p>	<p>The download link in the British Library email has expired.</p> <p><b>The link expires 30 days after delivery</b> and you can then only access the document if you saved or printed a copy.</p> <p>If you did not save or print the document during the 30 days we are <b>not</b> able to request it for you again.</p>
<p><b>The page is blank when I download the document.</b></p>	<ul style="list-style-type: none"> <li>• Check that your computer/ mobile device has Adobe Reader 10 (or above). If not, it is free to download <a href="#">here</a> or from your App Store.</li> <li>• If Adobe Reader is not your default PDF viewer, you may need to <b>choose to open the file with Adobe Reader.</b></li> <li>• If your internet browser has its own PDF Viewer (as Google Chrome does), this can also cause the pages to be blank when you download the document. <b>The easiest way to fix this is to use a different internet browser (Internet Explorer, Mozilla Firefox or Safari).</b></li> </ul>

Problem	Suggested solution
	<p>If you want to continue using Google Chrome, then you need to disable the PDF viewer. Do this by typing chrome:plugins in the address bar, then scroll down to Chrome PDF viewer and click on Disable.</p>
<p><b>I don't know how to save the document.</b></p>	<p>Choose <b>Save as</b> in the box that appears after you click on 'Download your document':</p>  <p><b>OR</b> click <b>File&gt;Save As</b> when the document is open in Adobe Reader.</p>
<p><b>The document won't print and I get this error message:</b></p> <p><b>"Print Permission Denied. You have used all your permitted prints of this document."</b></p>	<p>You are only allowed to print the document <b>once</b> due to copyright restrictions.</p> <p>If the electronic version is sufficient, please use this.</p> <p>If you did not manage to print your one permitted copy, please email <a href="mailto:interlibraryloans@anglia.ac.uk">interlibraryloans@anglia.ac.uk</a> and we will see if the document can be resent.</p>

## On Demand Account

Problem	Suggested solution
<p><b>How do I register for an On Demand account?</b></p>	<p>Go to <a href="https://ondemand.bl.uk/onDemand/home">https://ondemand.bl.uk/onDemand/home</a> , click on <b>Register</b> (top right) and follow the</p>

Problem	Suggested solution
	<p>instructions on screen. Please see our <a href="#">Step by Step Guide</a> for further instructions (steps 4-9).</p> <p>Alternatively, wait until you receive the email from the British Library, click on the link in the email to open the download page and choose <b>Step 1: Register for On Demand.</b></p>
<p><b>Which username and password do I enter to download my document?</b></p>	<p>You must enter the username and password you created when you registered for your On Demand account. This is <b>not</b> the same as your ARU login details.</p> <p>If you have <b>forgotten your On Demand username and password</b>, you can <a href="#">request a reminder</a>.</p> <p>If you need to register for an On Demand account, please see our <a href="#">Step by Step Guide</a>.</p>
<p><b>My On Demand username and password don't work.</b></p>	<ul style="list-style-type: none"> <li>• If you have only just registered for an On Demand account, <b>wait 5 minutes</b> and then try downloading the document again.</li> <li>• If you have changed your password, but your device is set to remember your old password then you may need to clear this information. Open Adobe Reader and click on Edit &gt; Preferences &gt; Security. Click on Clear remembered account information.</li> <li>• You can also <a href="#">request a reminder</a> of your username or password.</li> </ul>



<b>Problem</b>	<b>Suggested solution</b>
<b>I need to view a document supplied by the British Library using the old delivery system (FileOpen).</b>	If you have documents supplied before 16th January 2017 saved to your home computer, then you will need to keep <a href="#">FileOpen</a> software installed in order to access them. You can usually access saved files for 3 years on the computer that was originally used to download the document.