

# Guía para administradores

Guía de consulta rápida para utilizar el **área de administración institucional** de la plataforma de investigación Emerald Insight



Emerald publica una colección de referencia de estudios centrados en los ámbitos de los negocios y la gestión y se ha especializado en los campos aplicados de educación, biblioteconomía, ingeniería y asistencia social y sanitaria. Emerald Insight es una plataforma de investigación especializada que proporciona cientos de miles de artículos de publicaciones periódicas, libros y casos prácticos para la docencia.

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### Inicie sesión en su cuenta institucional

- Inicie sesión en su cuenta utilizando el enlace «Admin» (Administración) situado en la esquina superior derecha de la página de inicio: **www.emeraldinsight.com**
- Introduzca su nombre de usuario y su contraseña en el área de inicio de sesión
- Haga clic en «Log in» (Inicio de sesión)

**Log in**

Email or Username: \_\_\_\_\_

Password: \_\_\_\_\_

Remember me

[Log in](#) [Clear](#)

[Forgotten your password?](#)  
[Shibboleth](#)  
[OpenAthens](#)

**Using a token?**

Please sign in or register for an account above, then visit your profile area to activate your token and gain access to content.

**New user registration**

Not yet registered?  
 Benefits of registration include:

- A unique user profile that will allow you to manage your current subscriptions (including online access)
- The ability to create favourites lists down to the article level
- The ability to customize email alerts to receive specific notifications about special offers and the topics you care most about.

[Register](#)

Una vez que haya iniciado sesión, tendrá acceso al área Institutional Account (Cuenta institucional) desde donde podrá gestionar su cuenta institucional

Welcome: John Smithson [Log out](#) [Help](#) [Cart](#) [Mobile Pairing](#) [Admin](#)

**My Account**

- PERSONAL DETAILS
- ACCESS ENTITLEMENTS
- ACTIVATE ACCESS TOKEN
- ALERTS
- MARKED LIST
- SAVED SEARCHES

**Institutional Account**

- ACCESS ENTITLEMENTS
- USAGE REPORTS
- IP RANGES
- SHIBBOLETH
- LINK RESOLVER
- TRUSTED PROXY SERVER SETUP
- MANAGE ADMINISTRATORS
- CO-BRANDING
- HOLDINGS FILE

Home / Institutional Account

Test Link

**Institutional Account**

EXAMPLE UNIVERSITY (1234765)

<b>Access entitlements</b> Access your subscription information here. <a href="#">Manage access entitlements ▶</a>	<b>Usage reports</b> Download your usage reports here. <a href="#">Manage usage data ▶</a>
<b>IP Ranges</b> View IP Ranges associated with your institution here. <a href="#">View IP Ranges ▶</a>	<b>Shibboleth</b> Authenticate user access here. <a href="#">View Shibboleth ▶</a>
<b>Trusted proxy</b> Manage online access via a trusted proxy server. <a href="#">Manage trusted proxy set up ▶</a>	<b>Link resolver</b> Add your link resolver details and logo. <a href="#">Manage link resolver ▶</a>
<b>Co-branding</b> Customize Emerald Insight with your logo. <a href="#">Manage banner branding ▶</a>	<b>Administrators</b> Add/delete administrators for your institutional account. <a href="#">Manage administrators ▶</a>
<b>Holdings</b> Find out which journals are published by Emerald Group Publishing. <a href="#">Manage holdings file ▶</a>	

## Para visualizar sus suscripciones activas y periodos de acceso

- Haga clic en «Access entitlements» (Derechos de acceso)

The screenshot shows the Emerald Insight website interface. At the top, there is a navigation bar with the Emerald Insight logo and user information: "Welcome: John Smithson", "Log out", "Help", "Cart", "Mobile Pairing", and "Admin". Below this, it says "brought to you by EXAMPLE UNIVERSITY". The main content area is divided into "My Account" and "Institutional Account". Under "Institutional Account", there is a section for "EXAMPLE UNIVERSITY (1234765)" with a link for "Access entitlements" highlighted by a red box. Other links include "Usage reports" and "Manage access entitlements".

Sus suscripciones aparecerán en el cuadro.

## Para descargar una lista de sus suscripciones

- Haga clic en el enlace «tab separated text file» (archivo de texto separado por tabuladores)

The screenshot shows the Emerald Insight website interface. At the top, there is a navigation bar with the Emerald Insight logo and user information: "Welcome: Mr John Smithson", "Log out", "Help", "Cart", "Mobile Pairing", and "Admin". Below this, it says "brought to you by Emerald Group Publishing Limited". The main content area is divided into "My Account" and "Institutional Account". Under "Institutional Account", there is a section for "Access Entitlements" with a table of subscription information. A red box highlights the link "tab separated text file" at the bottom of the page.

Publication title	ISSN/ISBN	Coverage	Access period
Accounting, Auditing & Accountability Journal	0951-3574	1 Jan 1998 - 31 Dec 2006	1 Sep 2016 - 31 Dec 2016
Accounting Research Journal	1030-9616	1 Jan 2005 - 31 Dec 2006	1 Sep 2016 - 31 Dec 2016
American Journal of Business	1935-5181	1 Jan 1986 - 31 Dec 2006	1 Sep 2016 - 31 Dec 2016
Asian Review of Accounting	1521-7348	1 Jan 1992 - 31 Dec 2006	1 Sep 2016 - 31 Dec 2016
Baltic Journal of Management	1746-5265	1 Jan 2006 - 31 Dec 2006	1 Sep 2016 - 31 Dec 2016
Business Strategy Series	1751-5637	1 Jan 2000 - 31 Dec 2006	1 Sep 2016 - 31 Dec 2016

### Para ver sus administradores institucionales

- Haga clic en «Administrators» (Administradores)

The screenshot shows the Emerald Insight Institutional Account page. The user is logged in as John Smithson. The page displays various account management options. The 'Administrators' link is highlighted with a red box, indicating the next step in the process.

### Para agregar un coadministrador:

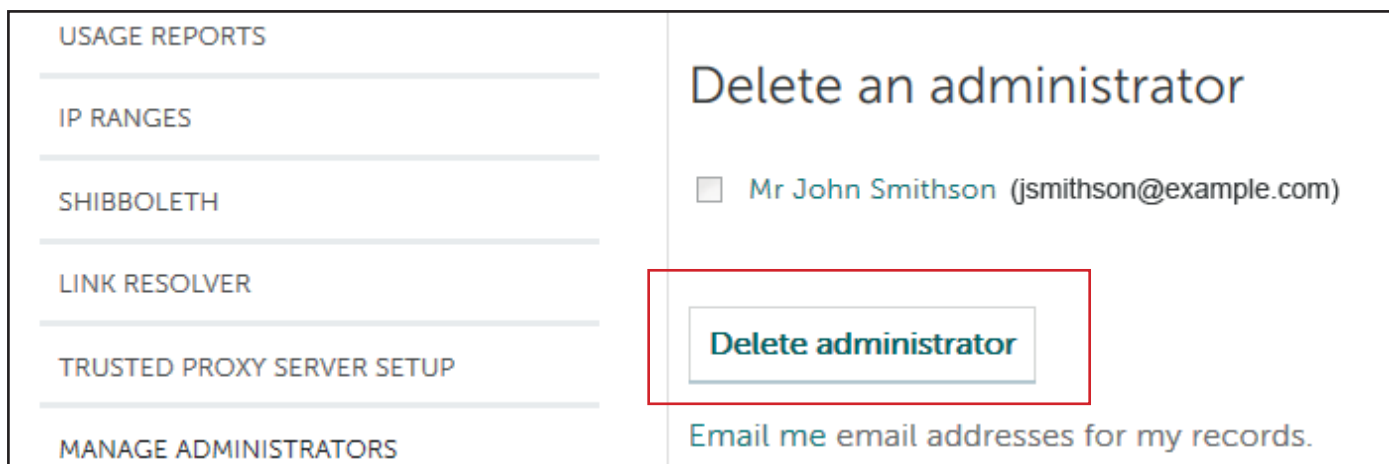
- Escriba el correo electrónico de la persona
- Haga clic en «Add administrator» (Agregar administrador)

The screenshot shows the Emerald Insight Institutional Account page, specifically the 'Manage Administrators' section. The user is logged in as Mr. John Smithson. The page displays the 'Add an administrator' form, which includes a text input field for the email address and an 'Add administrator' button. The button is highlighted with a red box, indicating the next step in the process.

Aparecerá una notificación y se enviará a esta persona un correo electrónico con un enlace de validación

### Para eliminar un administrador:

- Marque la casilla situada junto a su nombre
- Haga clic en «Delete administrator» (Eliminar administrador)



USAGE REPORTS

IP RANGES

SHIBBOLETH

LINK RESOLVER

TRUSTED PROXY SERVER SETUP

MANAGE ADMINISTRATORS

## Delete an administrator

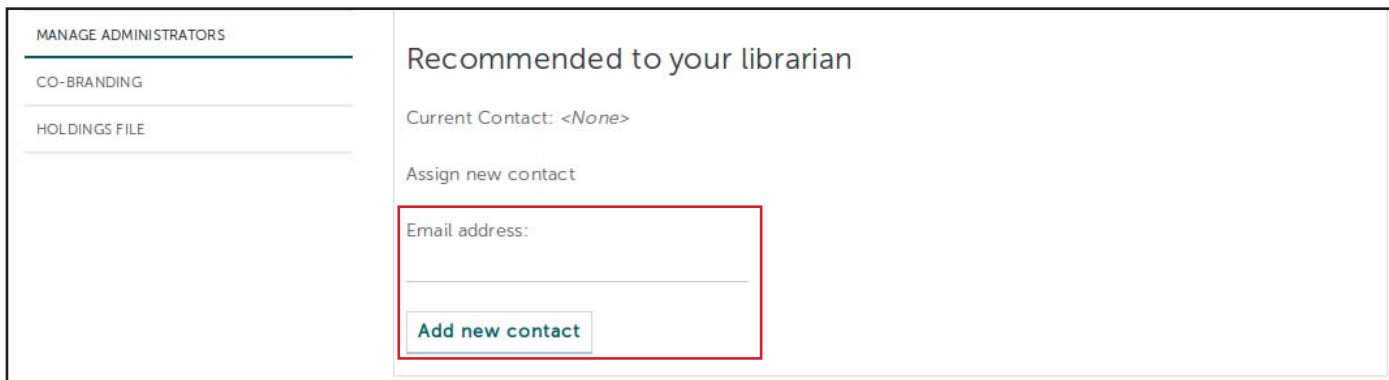
Mr John Smithson (jsmithson@example.com)

**Delete administrator**

[Email me email addresses for my records.](#)

### Para agregar un contacto al servicio «Recommended to your librarian» (Recomendado a su bibliotecario) de Emerald:

- Introduzca el correo electrónico de la persona
- Seleccione «Add new contact» (Agregar contacto nuevo)



MANAGE ADMINISTRATORS

CO-BRANDING

HOLDINGS FILE

## Recommended to your librarian

Current Contact: <None>

Assign new contact

Email address:

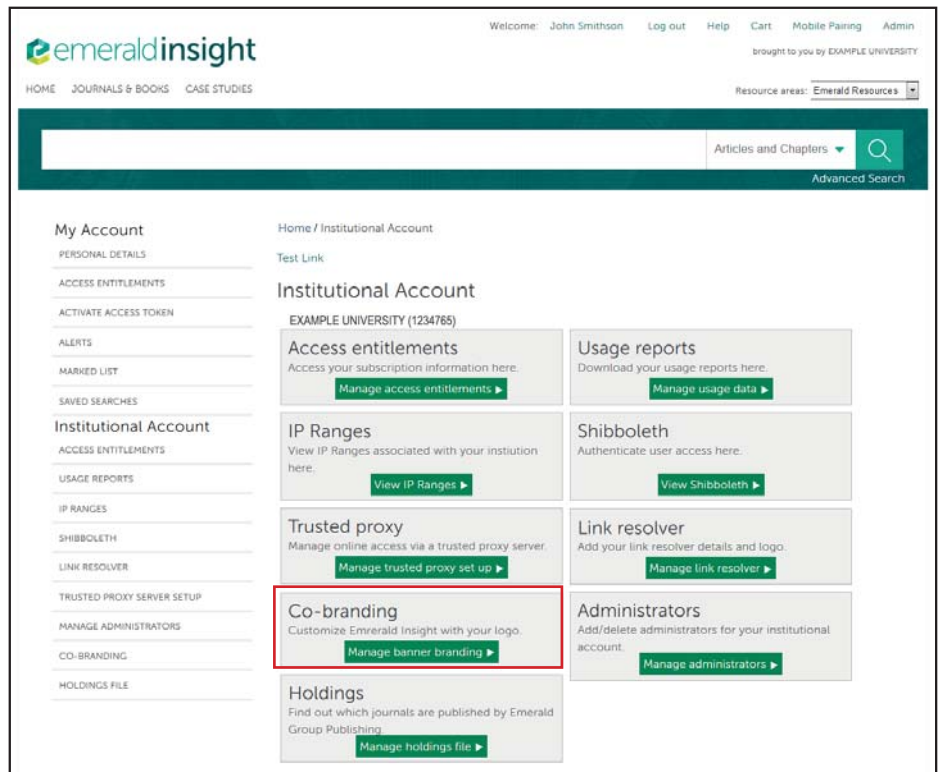
**Add new contact**

En el servicio «Recommended to your librarian» (Recomendado a su bibliotecario) solo puede haber un contacto.

Compruebe que ha iniciado sesión en su área de administración institucional (véase el apartado 1)

### Para añadir su texto y logotipo

- Haga clic en «Co-branding» (Marca compartida)

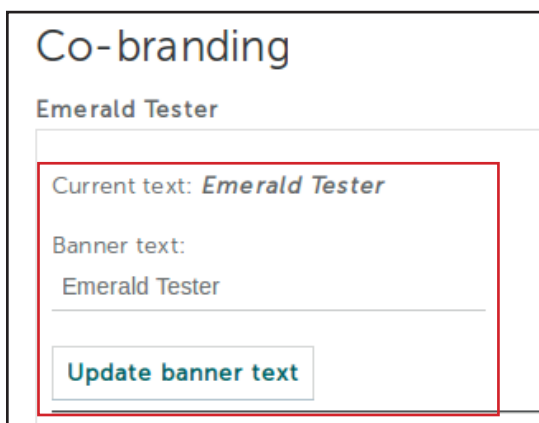


- Introduzca el texto que quiere que sus usuarios autenticados vean después de «brought to you by» (ofrecido por) (p. ej., el nombre de su institución) y haga clic en el botón «Update banner text» (Actualizar texto del banner).

- Haga clic en «Browse» (Examinar) y seleccione una imagen de sus archivos
- Haga clic en el botón «Upload institution logo» (Cargar el logotipo de la institución)
- Para eliminar o sustituir el logotipo de su institución, haga clic en el botón «Remove logo» (Eliminar logotipo)

La imagen cargada deberá estar en formato JPEG, GIF o PNG y su tamaño no debe ser superior a 180 x 80 píxeles.

El texto del logotipo o banner aparecerá en la esquina superior derecha de cada página del sitio web.



**Acceder a sus informes de uso:**

- Haga clic en «Usage reports» (Informes de uso)

Compruebe que ha iniciado sesión en su área de administración institucional (véase el apartado 1)

The screenshot shows the Emerald Insight Institutional Account dashboard. The user is logged in as John Smithson. The dashboard includes a navigation menu with 'HOME', 'JOURNALS & BOOKS', and 'CASE STUDIES'. A search bar is present with 'Articles and Chapters' and an 'Advanced Search' button. The main content area is divided into several sections: 'My Account' (Personal Details, Access Entitlements, Activate Access Token, Alerts, Marked List, Saved Searches), 'Institutional Account' (Access Entitlements, Usage Reports, IP Ranges, Shibboleth, Link Resolver, Trusted Proxy Server Setup, Manage Administrators, Co-branding, Holdings File), and 'Usage reports' (Download your usage reports here, Manage usage data). The 'Usage reports' section is highlighted with a red box.

Los informes de uso se pueden descargar en formatos CSV, XML, HTML o en formatos de texto delimitados por tabuladores; también se pueden enviar por correo electrónico a un administrador determinado o a todos los administradores.

Si usted es administrador de más de una institución, podrá seleccionar la institución cuyo uso desea supervisar.

The screenshot shows the Emerald Insight Institutional Account 'Usage Reports' configuration page. The left sidebar includes 'SAVED SEARCHES', 'Institutional Account', 'ACCESS ENTITLEMENTS', 'USAGE REPORTS' (highlighted with a red box), 'IP RANGES', 'SHIBBOLETH', 'LINK RESOLVER', 'TRUSTED PROXY SERVER SETUP', 'MANAGE ADMINISTRATORS', 'CO-BRANDING', and 'HOLDINGS FILE'. The main content area is titled 'E-mail notifications' and includes an 'Update settings' button. Below this is the 'Delivery via E-mail' section, which is divided into four parts: 1. Date range (By year: 2016, or Select Range: From January 2016 to January 2016), 2. Report type (Select all reports, Journal Report 1, Journal Report 1 GOA, Journal Report 1a, Journal Report 2, Journal Report 3, Journal Report 3 Mobile, Journal Report 5, Platform Report 1, Book Report 2, Book Report 3, Title Report 1, Title Report 1 Mobile, Title Report 2, Title Report 3, Title Report 3 Mobile), 3. Format type (XML, HTML (selected), Tab-delimited text), and 4. Recipients (cedmonds@mb.co.uk (selected), All administrators of this organisation). A 'Submit reports request' button is at the bottom.



## Descargar los informes de uso de Emerald Insight:

- Seleccione un año en lista desplegable, o seleccione la opción de intervalo de fechas
- Seleccione el tipo de informe
- Seleccione un formato para el informe
- Introduzca su dirección de correo electrónico o marque la opción All administrators (Todos los administradores).
- Haga clic en «Submit reports request» (Enviar solicitud de informes)

## Descargar los informes de uso de archivos de Emerald Insight:

- Para descargar los informes de uso de principios de 2014 y anteriores, haga clic en «Download COUNTER legacy report» (Descargar informe legado de COUNTER)

SAVED SEARCHES

**Institutional Account**

ACCESS ENTITLEMENTS

USAGE REPORTS

IP RANGES

SHIBBOLETH

LINK RESOLVER

TRUSTED PROXY SERVER SETUP

MANAGE ADMINISTRATORS

CO-BRANDING

HOLDINGS FILE

**E-mail notifications**

E-mail when COUNTER usage data for the current month has been processed and is ready for reporting.

[Update settings](#)

**Delivery via E-mail**

1. Date range

By year

2016

Select Range:

From: January 2016

To: January 2016

2. Report type

Select all reports

Journal Report 1 (Number of Successful Full-Text Article Requests by Month and Journal)

Journal Report 3 (Number of Successful Item Requests by Month, Journal and Page Type)

Journal Report 5 (Number of Successful Item Requests by Month, Journal and Page Type for usage on a Mobile Device)

Journal Report 5 (Number of Successful Full-Text Article Requests by Year-of-Publication (YOP) and Journal)

Platform Report 1 (Total Searches, Result Clicks and Record Views by Month and Platform)

Book Report 2 (Number of Successful Section Requests by Month and Title)

Book Report 3 (Access Denied to Content Items by Month, Title and Category)

Title Report 1 (Number of Successful Requests for Journal Full-Text Articles and Book Sections by Month and Title)

Title Report 1 Mobile (Number of Successful Requests for Journal Full-Text Articles and Book Sections by Month and Title (formatted for normal browsers/delivered to mobile devices AND formatted for mobile devices/delivered to mobile devices))

Title Report 2 (Access Denied to Full-Text Items by Month, Title and Category)

Title Report 3 (Number of Successful Item Requests by Month, Title and Page Type)

Title Report 3 Mobile (Number of Successful Item Requests by Month, Title and Page Type (formatted for normal browsers/delivered to mobile devices AND formatted for mobile devices/delivered to mobile devices))

3. Format type

XML

HTML

Tab-delimited text

4. Recipients

cedmonds@mcb.co.uk

All administrators of this organisation

[Submit reports request](#)

## Descargar otros tipos de informes de uso:

### Informes SUSHI:

- Los detalles necesarios para configurar SUSHI para los administradores se encuentran en el área de informes de uso

### Notificaciones COUNTER:

- Para desactivar el correo electrónico de COUNTER, desmarque la casilla de notificación y seleccione la opción «Update settings» (Actualizar ajustes)
- Para volver a activar el correo electrónico de COUNTER, marque la casilla de notificación y seleccione «Update settings» (Actualizar ajustes)

**Usage Reports**

**Emerald Tester**

[Our SUSHI request URL is: http://atypion-test.emeraldinsight.com/api/soap/analytics/SushiService](#)

Your Requestor ID is: cedmonds@mcb.co.uk

Your CustomerReference ID is: 1a2eb8bd-b605-458e-9191-ca192e48ed26

**E-mail notifications**

E-mail when COUNTER usage data for the current month has been processed and is ready for reporting.

[Update settings](#)

Las notificaciones de correo electrónico de COUNTER se envían por defecto a los administradores una vez procesados y listos los datos de uso del mes en curso.

**Agregar un resolvidor de enlace**

Compruebe que ha iniciado sesión en su área de administración institucional (véase el apartado 1)

- Haga clic en «Link resolver» (Resolvidor de enlace)

The screenshot shows the Emerald Insight institutional account dashboard. The user is logged in as John Smithson. The dashboard includes a navigation menu with options like HOME, JOURNALS & BOOKS, and CASE STUDIES. A search bar is present at the top right. The main content area is divided into several sections: My Account (with sub-sections like PERSONAL DETAILS, ACCESS ENTITLEMENTS, etc.), Institutional Account (with sub-sections like ACCESS ENTITLEMENTS, USAGE REPORTS, etc.), and various management tools. The 'Link resolver' section is highlighted with a red box, indicating it is the current focus of the tutorial.

- Introduzca la URL de su biblioteca

The screenshot shows the 'Link Resolver' configuration page. The page title is 'Link Resolver' and the sub-header is 'Emerald Tester'. The form contains the following elements:

- Base URL:** A text input field.
- Current OpenURL Button:** A button labeled 'Open URL'.
- Upload OpenURL button:** A 'Browse...' button next to the text 'No file selected.'.
- Update:** A button at the bottom left of the form.

- Cargue un nuevo logotipo/ imagen de botón para su biblioteca
- A continuación, pulse el botón «Update» (Actualizar)

El tamaño del botón OpenURL debe situarse entre 20 y 25 píxeles. Si posteriormente desea desactivar los botones de resolvidores de enlace, dispondrá de una opción para hacerlo desde esta página siempre que la URL esté activa.

## Configurar Shibboleth

- Haga clic en Shibboleth

Compruebe que ha iniciado sesión en su área de administración institucional (véase el apartado 1)

The screenshot shows the Emerald Insight administrative interface. The user is logged in as John Smithson. The main navigation bar includes 'HOME', 'JOURNALS & BOOKS', and 'CASE STUDIES'. A search bar is present with 'Articles and Chapters' and an 'Advanced Search' button. The left sidebar contains a 'My Account' menu with options like 'PERSONAL DETAILS', 'ACCESS ENTITLEMENTS', and 'ACTIVATE ACCESS TOKEN'. The main content area is titled 'Home / Institutional Account' and 'Test Link'. Under 'Institutional Account', there are several configuration cards: 'Access entitlements', 'Usage reports', 'IP Ranges', 'Shibboleth' (highlighted with a red box), 'Trusted proxy', 'Link resolver', 'Co-branding', and 'Holdings'. Each card has a 'Manage' button.

- Introduzca su número de identificación de federación (no es necesaria la identificación de la organización) y, a continuación, haga clic en «Update» (Actualizar)

The screenshot shows the 'Shibboleth' configuration form in the Emerald Tester interface. The form is titled 'Shibboleth' and 'Emerald Tester'. It contains two input fields: 'Shibboleth Entity ID' and 'Organization/Unit ID (optional)'. Below the fields is an 'Add' button and an 'Update' button.

Para ver sus direcciones IP:

- Haga clic en «IP Ranges» (Rangos de IP)

Compruebe que ha iniciado sesión en su área de administración institucional (véase el apartado 1)

The screenshot shows the Emerald Insight institutional account dashboard. The user is logged in as John Smithson. The dashboard includes a navigation menu with 'HOME', 'JOURNALS & BOOKS', and 'CASE STUDIES'. The main content area is titled 'Institutional Account' for 'EXAMPLE UNIVERSITY (1234765)'. A sidebar on the left lists various account management options. The main content area contains several tiles: 'Access entitlements', 'Usage reports', 'IP Ranges' (highlighted with a red box), 'Shibboleth', 'Trusted proxy', 'Link resolver', 'Co-branding', and 'Administrators'. Each tile has a 'View' or 'Manage' button.

- Aparecerá una lista de los rangos de IP de su organización

The screenshot shows the 'IP Ranges' page in the Emerald Tester account. The page title is 'IP Ranges' and the user is identified as 'Emerald Tester'. Below the title, it states: '(For your information, the IP address of your current internet connection is: 88.98.23.210)'. There is a table with two columns: 'Description' and 'IP range'. Below the table, there is a reminder: 'Please remember: Only the sites covered by the agreement are authorized to access this online subscription.' and a link: 'Email me my IP addresses for my records.'

### Instrucciones de IP complementarias:

- Para recibir una copia de las direcciones IP registradas en un correo electrónico, seleccione «Email me my IP addresses for my records» (Enviarme un correo electrónico con mis direcciones IP)
- Para actualizar las direcciones IP de su organización contacte con [support@emeraldinsight.com](mailto:support@emeraldinsight.com)

- **Para configurar el TPS:**
- Haga clic en «Trusted proxy» (Proxy de confianza)

Compruebe que ha iniciado sesión en su área de administración institucional (véase el apartado 1)

The screenshot shows the Emerald Insight administrative dashboard. The user is logged in as John Smithson. The main navigation bar includes 'HOME', 'JOURNALS & BOOKS', and 'CASE STUDIES'. The 'My Account' sidebar on the left lists various options like 'PERSONAL DETAILS', 'ACCESS ENTITLEMENTS', and 'TRUSTED PROXY SERVER SETUP'. The main content area shows the 'Institutional Account' for 'EXAMPLE UNIVERSITY (1234765)'. A grid of management options is displayed, with 'Trusted proxy' highlighted by a red box. Other options include 'Access entitlements', 'Usage reports', 'IP Ranges', 'Shibboleth', 'Link resolver', 'Co-branding', and 'Administrators'.

- Agregue la dirección IP (o el rango de IP) del servidor de su institución
- Agregue el dominio del sitio web (esto es opcional)
- Agregue el texto del banner (suele ser un mensaje de bienvenida con el nombre de su institución)
- Agregue la URL a la publicación a la que va a conceder acceso
- Agregue la URL de una página de error si los usuarios no superan el proceso de autenticación
- Seleccione el lenguaje de programación en el que desea generar el código TPS

The screenshot shows the configuration form for the 'Trusted Proxy' server. The user is logged in as 'Emerald Tester'. The form is titled 'Institutional Account' and 'Emerald Tester'. It includes a dropdown menu for 'New Server'. The form fields are:
 

- Description:** IP address (or IP range) of your institution's server. *IP address from where the user will access the publisher site through TPS.*
- through to:** Leave blank if there is only one IP address.
- Optional domain:** If IP address is shared with multiple web-sites, then an extra parameter 'domain' is needed to distinguish this site.
- Banner text:** Normally this is a welcome message with the name of your institution.
- URL of the journal to grant access:** URL of the List of Issues page of the journal.
- URL of an error page if users fail to authenticate:** URL is normally hosted on your web-site.
- Language of TPS code:** Java/JSP

 A button at the bottom right says 'Set up my Trusted Proxy Server and generate code'.

- Haga clic en el botón «Set up my Trusted Proxy Server and generate code» (Configurar mi servidor proxy de confianza y generar código); seguidamente, se generará un código en el lenguaje de su elección

Home / Institutional Account / Trusted Proxy

## My Account

- PERSONAL DETAILS
- ACCESS ENTITLEMENTS
- ACTIVATE ACCESS TOKEN
- ALERTS
- MARKED LIST
- SAVE D SEARCHES

## Institutional Account

- ACCESS ENTITLEMENTS
- USAGE REPORTS
- IP RANGES
- SHIBBOLETH
- LINK RESOLVER
- TRUSTED PROXY SERVER SETUP**
- MANAGE ADMINISTRATORS
- CO-BRANDING
- HOLDINGS FILE

### Institutional Account

Emerald Tester

You are managing

#### Description

IP address (or IP range) of your institution's server.  
*IP address from where the user will access the publisher site through TPS.*

through to  
*Leave blank if there is only one IP address.*

Optional domain  
*If IP address is shared with multiple web-sites, then an extra parameter 'domain' is needed to distinguish this site.*

Banner text  
*Normally this is a welcome message with the name of your institution*

URL of the journal to grant access  
*URL of the List of Issues page of the journal*

URL of an error page if users fail to authenticate.  
*URL is normally hosted on your web-site.*

Language of TPS code.

[Set up my Trusted Proxy Server and generate code](#)

- Para ver sus «fondos KBART»
- Haga clic en «Holdings» (Fondos)

Compruebe que ha iniciado sesión en su área de administración institucional (véase el apartado 1)

The screenshot shows the Emerald Insight institutional account management interface. The top navigation bar includes the Emerald Insight logo, user information (Welcome! John Smithson), and links for Log out, Help, Cart, Mobile Pairing, and Admin. Below the navigation bar, there are links for HOME, JOURNALS & BOOKS, and CASE STUDIES. A search bar is present with a dropdown menu for 'Articles and Chapters' and an 'Advanced Search' button. The main content area is divided into two columns. The left column contains a 'My Account' sidebar with links for PERSONAL DETAILS, ACCESS ENTITLEMENTS, ACTIVATE ACCESS TOKEN, ALERTS, MARKED LIST, SAVED SEARCHES, INSTITUTIONAL ACCOUNT, ACCESS ENTITLEMENTS, USAGE REPORTS, IP RANGES, SHIBBOLETH, LINK RESOLVER, TRUSTED PROXY SERVER SETUP, MANAGE ADMINISTRATORS, CO-BRANDING, and HOLDINGS FILE. The right column displays the 'Institutional Account' for 'EXAMPLE UNIVERSITY (1234765)'. It includes sections for 'Access entitlements' (Manage access entitlements), 'Usage reports' (Manage usage data), 'IP Ranges' (View IP Ranges), 'Shibboleth' (View Shibboleth), 'Trusted proxy' (Manage trusted proxy set up), 'Link resolver' (Manage link resolver), 'Co-branding' (Manage banner branding), and 'Administrators' (Manage administrators). The 'Holdings' section is highlighted with a red box and includes a 'Manage holdings file' button.

- Seleccione el archivo Holdings (Fondos) de su organización: se descargará el archivo en un formato separado por tabuladores

The screenshot shows the 'Holdings file' download page. The page title is 'Holdings file'. Below the title, there is a section for 'Emerald Tester' with a link 'Our KBART Holdings file'. A description below the link states: 'This file lists the publications available on our site in a tab-separated format.'

# 11

## Descarga de registros MARC

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La institución puede descargar los registros MARC desde el sitio web de Emerald Publishing

- Para ello, vaya a: [www.emeraldpublishing.com/marc](http://www.emeraldpublishing.com/marc)

# 12

## Descarga de registros OCLC y números de control LCC

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La institución puede descargar los registros OCLC y los números de control LCC desde el sitio web de Emerald Publishing.

- Para ello, vaya a: [www.emeraldpublishing.com/marc](http://www.emeraldpublishing.com/marc)

## Guías de Emerald Insight

Para ver todas las guías de [www.emeraldinsight.com](http://www.emeraldinsight.com) visite: [emeraldpublishing.com/guides](http://emeraldpublishing.com/guides)

## Contacte con nosotros para solicitar asistencia

Si necesita más información contacte con nosotros en  
[support@emeraldinsight.com](mailto:support@emeraldinsight.com)

