

Emerald Insight – new platform

Library administrator's quick guide for migration

Dates for your diary

- Emerald Insight – we are migrating to the new platform on 30th June 2019
- From 1st July, the new URL for Emerald Insight will be: www.emerald.com/insight
- From July, www.emeraldinsight.com will no longer be used.

Maintain access for users

- Find out which access and authentication methods are available [here](#)
- Use the access [troubleshooting guide](#) to find out if your access will be affected.
- If you are unsure about your institution's current authentication method, [contact us](#) and we can check for you!

Keep tracking usage

- **Archive COUNTER** usage reports for the last two years will be transferred. COUNTER usage reports will continue to be available on the current site until **28th June** through your usual Library Administrator login.
- Usage recorded **during July** will be made available from August. Library and Consortia administrators will be contacted via email to set up access to the **new usage portal**
- From **1st July**, if you require usage data, please contact your regional representative. Details are available at www.emeraldpublishing.com/offices

User guides and library promotion

- Support guides for users and library promotional materials are available [here](#).
- If you require printed copies, please contact welcome@emeraldgroup.com

Coming soon – personal profiles

Personal profiles for both users and library administrators will be made available shortly after the new platform is launched. This will include 'favourited content' and 'alerts'.

Changes to account

- **Personal saved search alert data** will not be migrated, as the data is not compatible with the more sophisticated search algorithm on the new platform.
- **Personal passwords** will need to be changed, but we will contact all users when this functionality is available.

We have it covered

- All the current content will be **migrated**
- Multiple levels of **redirects** will be in place for domains, publications and DOIs.
- **W3C AA** and **US Section 501** compliant
- Compatible with **mobile devices**, as the platform has been built using responsive technologies
- Support the latest versions of **Chrome**, **Firefox**, **Edge**, **IE11** and **Safari**
- Indexed in all major **discovery systems**, including Primo, Summon, OCLC and EBSCO to ensure that there is no disruption to access. More information can be found [here](#).
- The URL provided in the existing **MARC** records and **KBART** files will continue to work by implementing redirects – MARC records will continue to be available to download [here](#). New data will be available from August.

Emerald Customer Support – here to help

Email: support@emeraldinsight.com

Or access the [customer support portal](#) for self-service guidance and assistance.