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Account Management Portal

A quick reference guide for administrators on how to use the institutional administration area of the Emerald Insight research platform.

The Account Management Portal (AMP) allows the administrator at an institution to manage all their Emerald resources in one place, using their own user profile login. Within the AMP you can:

- check your institution's account details
- view current institution holdings
- access usage data and reports
- check authentication details

We recommend that institutions assign more than one person as an administrator so that we can ensure any important information about the platform or your resources is communicated to the relevant people.

IMPORTANT

Have you registered to be the administrator for your institution?

- **Yes:** login at **www.emerald.com/login** to access the Account Management Portal.
- **No:** register a user profile at **www.emerald.com/register** and then contact Customer Support (**support@emerald.com**) so that we can link your user profile to the institutional account.

Once this has been confirmed, you will be able to log in and use the Account Management Portal.

Two-factor authentication

To increase the safety and security of your online account AMP uses industry standard two-factor authentication (2FA). This means registering a smartphone or a tablet **which you will need to have with you when you log in to AMP.**

If you use a shared email address for account administration (e.g. eresourcesadmin@), or are unable to pair a mobile device for this purpose, **please contact Customer Support (support@emerald.com) for assistance.**

Two-factor authentication

Your login requires some additional security by registering a device like a smartphone or tablet. You'll only be allowed to login if you know your password AND have the device in your possession.

To do this, you'll need to download an authenticator app such as Google Authenticator or Authy on your device. Simply visit your device's app store (e.g. Apple App Store or Google Play) and search for "authenticator app".
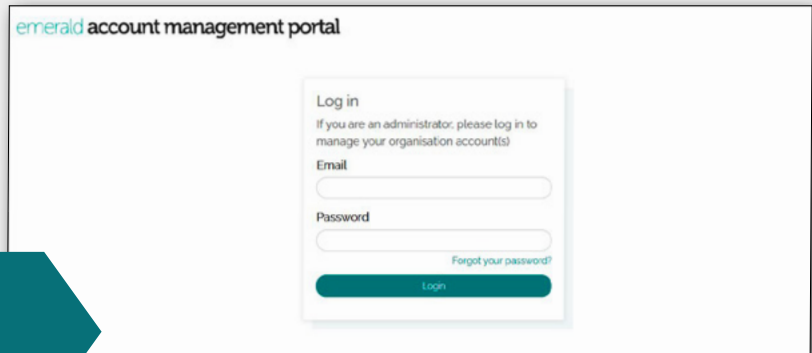
Start Registration

First, you'll need to download and install an authenticator app such as **Google Authenticator** or **Authy** on your device. For example, from the Apple App Store or Google Play, search for "authenticator". You will have several to choose from or your institution may make a recommendation about which should be used.

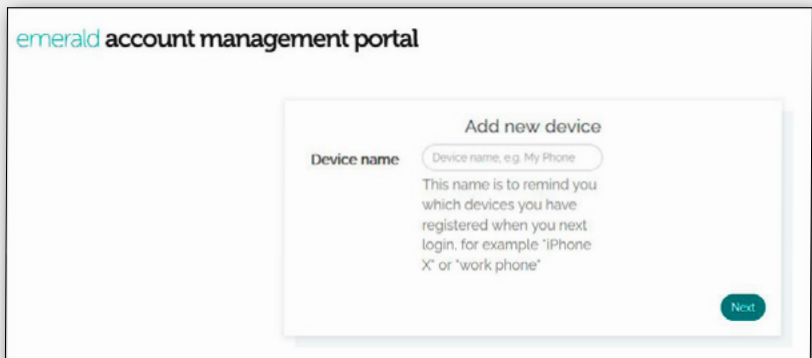Once you have installed an authenticator app you can set up 2FA by following these steps:

1) Go to the AMP login screen: **www.emerald.com/login** and enter your Emerald profile username and password, then click '*Login*'. This will take you to the Insight homepage, select '*Account Management Portal*' from the top navigation bar.

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Log in

If you are an administrator, please log in to manage your organisation account(s)

Email

Password

Forgot your password?

Login

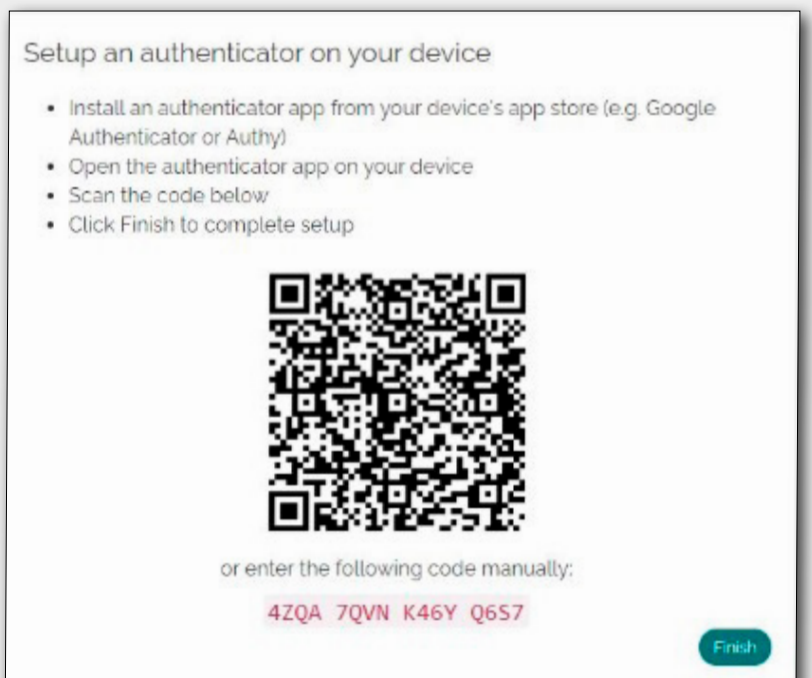**IMPORTANT:** You must have created a profile AND registered as an Administrator before you can access the AMP.

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Add new device

2) To set up 2FA, first assign a name to the device you will use for authentication, for example '*work*' or '*iPhone*', then click '*Next*'.

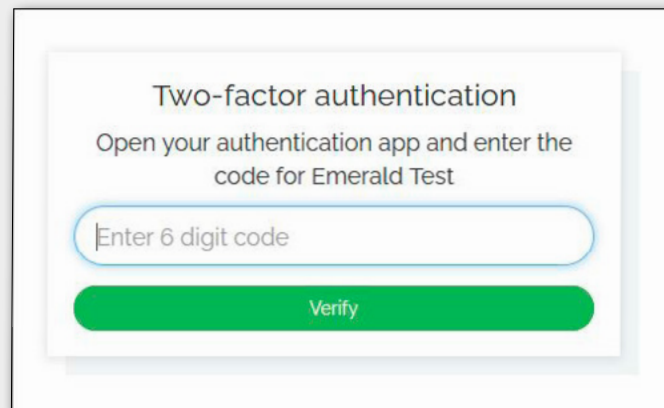Device name

Device name, e.g. My Phone

This name is to remind you which devices you have registered when you next login. for example 'iPhone X' or 'work phone'

Next

Setup an authenticator on your device

- Install an authenticator app from your device's app store (e.g. Google Authenticator or Authy)
- Open the authenticator app on your device
- Scan the code below
- Click Finish to complete setup

3) Open the authenticator app on your device and scan the QR code or enter the code below manually to set up 2FA for Emerald Insight on the app. Click 'Finish' to continue to the AMP home screen.

or enter the following code manually:

4ZQA 7QVN K46Y Q6S7

Finish

4) On subsequent logins, after entering your username and password and clicking '*Account Management Portal*' at the top of the Insight homepage, you will be asked to enter the 6-digit code which will be provided by your authenticator app. Enter the code and click '*Verify*' to continue to the AMP homepage.

Two-factor authentication

Open your authentication app and enter the code for Emerald Test
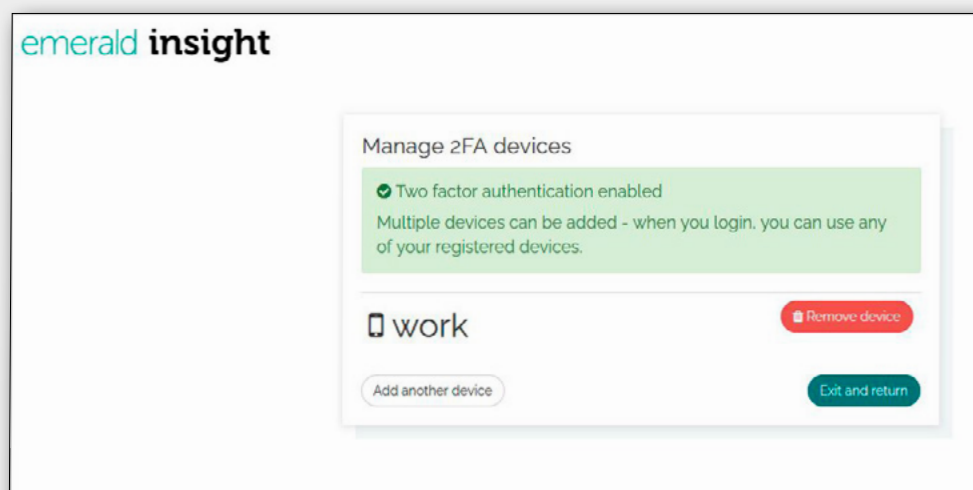
Enter 6 digit code

Verify

Managing your 2FA devices

2FA can be set up on multiple devices. **Each device you use must have an authenticator app installed**.

To add or remove the devices you can use for 2FA, select '*Manage devices*' from the AMP homepage.

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Manage devices   Logout

Organisation   **Authentication**   **Holdings**   **COUNTER reports**
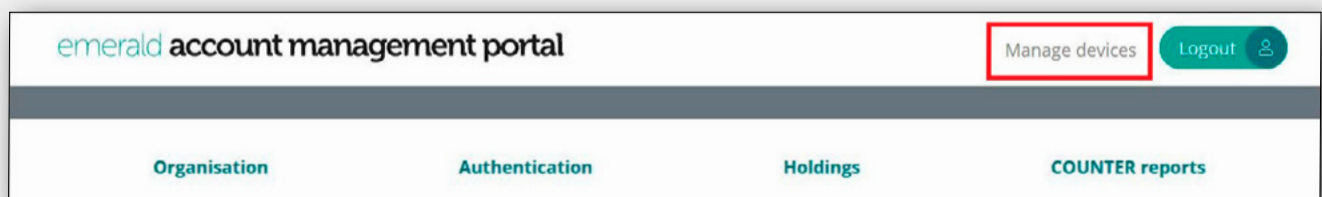
You can add additional devices or remove registered devices.
To add a device, repeat the process from step 2) opposite.

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Manage 2FA devices

✔ Two factor authentication enabled

Multiple devices can be added - when you login, you can use any of your registered devices.

▢ work   🗑 Remove device

Add another device   Exit and return

Using the Account Management Portal

After a successful login you will see the AMP homepage. From here you can:

- check your institution's account details
- view your current institution holdings
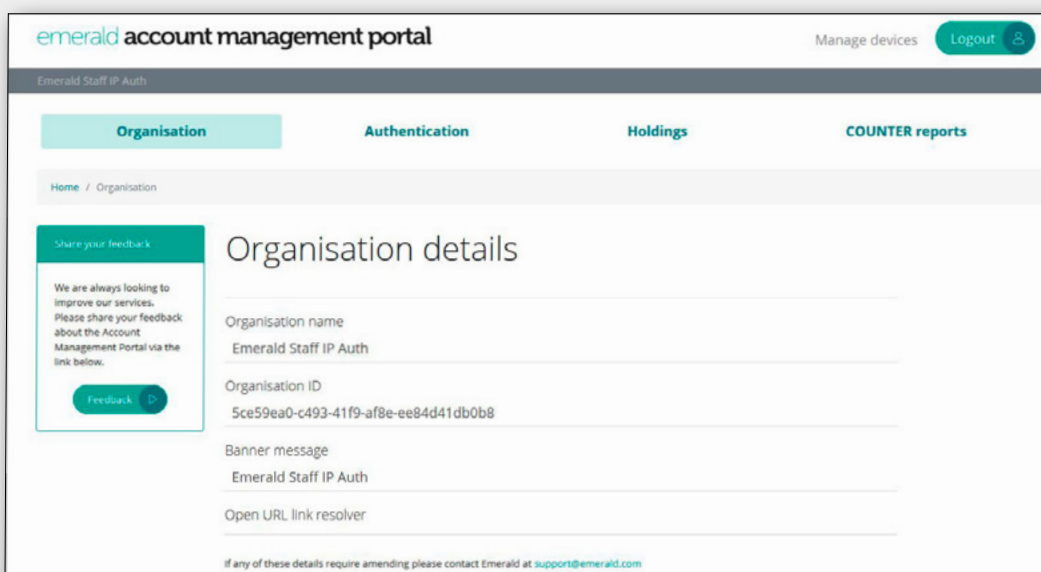- access COUNTER usage data and reports
- check authentication details
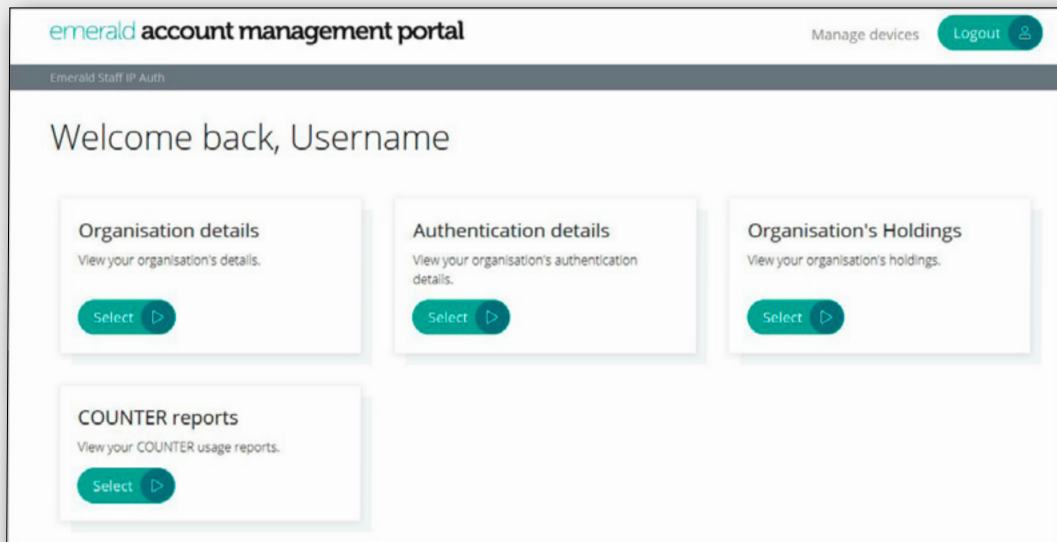
Organisation details

This section shows the basic details that Emerald has recorded for your institution.

If any of these details require amending, please contact Customer Support at support@emerald.com

NOTE: The '*Organisation ID*' is for Emerald's internal reference and cannot be changed.
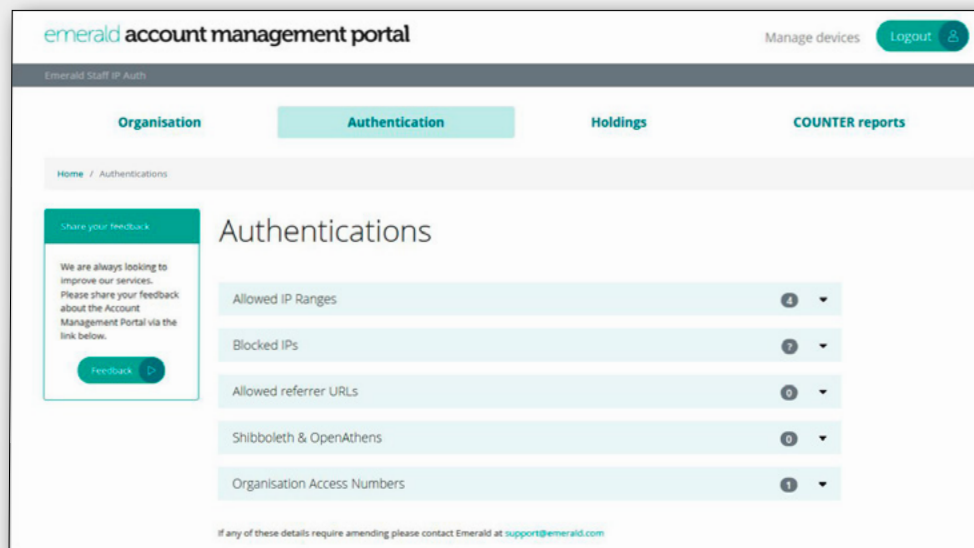
Authentication details

This lists the recorded authentication details which allow your institutional users to access Emerald Insight.

Administrators should check these details and if updates are required please contact Customer Support (support@emerald.com).

Incorrect authentications can affect your access to Emerald Insight.

1) Allowed IP ranges

Shows a list of all the IP ranges assigned to your institution. Please note, if you use an IPv6 which is not listed, please advise Customer Support (support@emerald.com). Not having this information on record, can impede access to Emerald Insight.
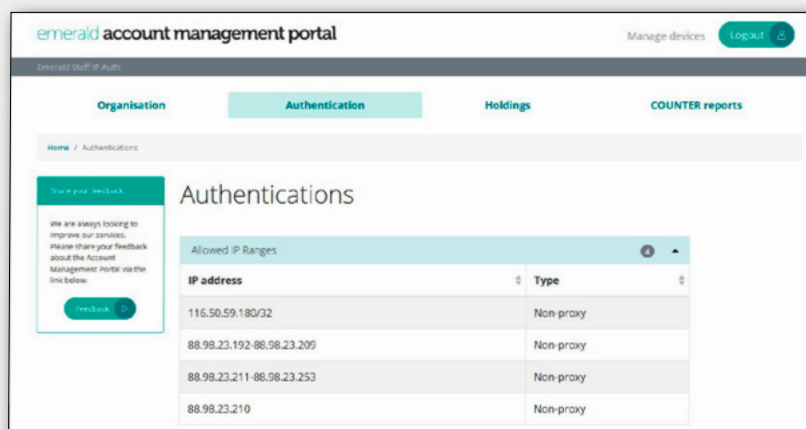
2) Blocked IPs

When unusual activity is detected on Emerald Insight, the user's IP is blocked. If the IP is registered to your institution, the details will be stored here for your information. Please contact support@emerald.com to resolve any resulting access issues.

3) Allowed Referrer URLs

Where applicable, this menu displays a list of Referrer URLs that are permitted by your institution.

4) Shibboleth & OpenAthens

Registered Shibboleth or OpenAthens information is shown here. Please contact Customer Support (**support@emerald.com**) if updates are required, or if you would like to register your entity ID for off-campus access.

5) Organisation Access Numbers (OANs)

Where applicable, this section shows the OANs assigned to your institution.

Organisation Access Numbers				① ▲
Number	**Creation** ⇕	**Expiry** ⇕	**Activation Limit** ⇕	**Current Limit** ⇕
854675531438486	02/08/2019	03/08/2019	1	0

What is an OAN?

OANs support off-campus access where other options (e.g. Shibboleth or Google CASA) are not available. The access code essentially links a personal profile account to an institution or organisation, so that an individual can access their Emerald resources off-campus. If you would like more information, please contact Customer Support.

Holdings

Here you will find the list of current products to which your institution has access. The information matches that which is displayed under '*My Products*' on Emerald Insight.

Holdings includes current individual journal subscriptions, subscriptions to eJournal, eBook and case study collections, purchased collections such as Emerald Backfiles, and products which offer download credits such as Emerald Research Pass.

Holdings

Holdings Breakdown

Emerald Emerging Markets Case Studies	▾
Rapid Prototyping Journal	▾
Emerald eJournal Premier Collection	▾
Career Development International	▾
Industrial Management & Data Systems	▾
Business, Management and Economics eBook Collection Subscription	▾

Research Pass

To purchase more Research Pass tokens please contact your Business Manager

Active	0 ▾
Expired	0 ▾

**Contact Emerald at support@emerald.com
if you think that your holdings do not match the records shown here.**

As with the '*My Products*' link on Emerald Insight, you can expand the view to show the number of pieces of content contained within each product. For collections, you can view the titles included and the number of pieces of content for each title.
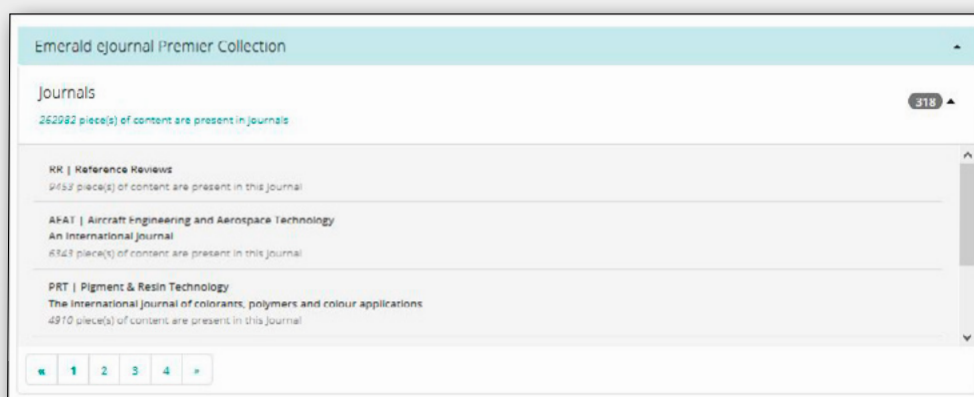

For Research Pass customers, the summary displays the active and expired licences, the number of credits purchased and the number still remaining.
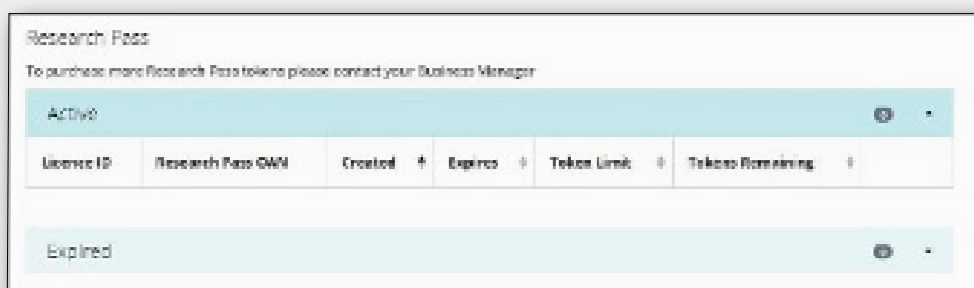
COUNTER reports

Use this section to run reports on usage within your institution.

1) Select the report you wish to run. Please ensure you select the appropriate R4 or R5 reports from the dates which are indicated in the dropdown options.
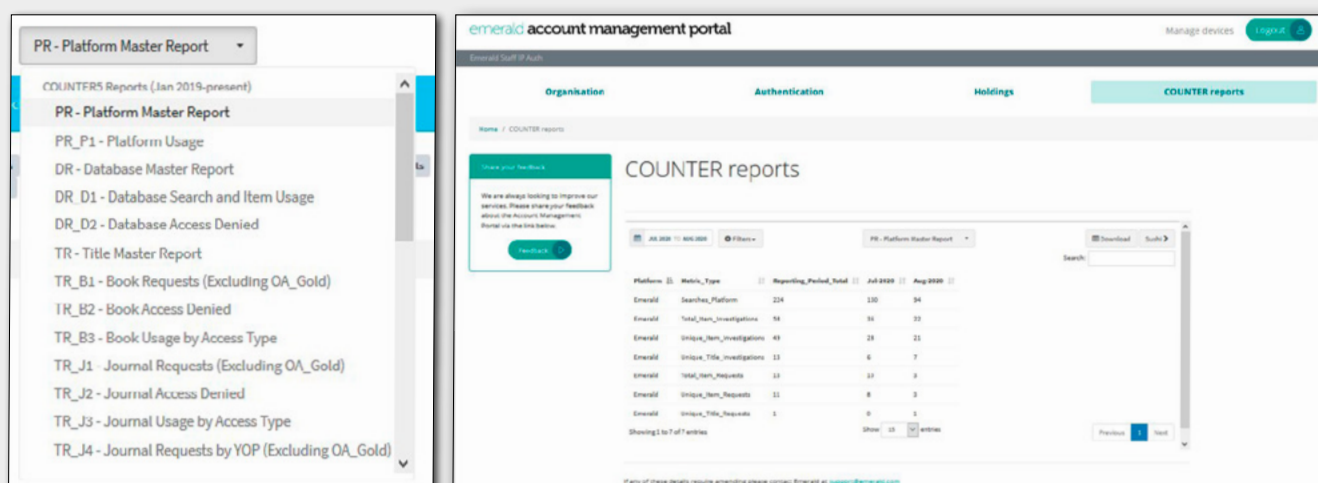
2) Choose any filters to customize your report by choosing specifying types of access. Checking the '*include column*' box will break out values for the chosen filter.

3) Select the date range and click
'*View*'. You will be advised if the report is not available for the dates you have chosen.

4) The report can then be exported in Excel XLS format.

5) If you have access to a SUSHI-compatible service, you can configure that service to automatically obtain your usage statistics from us. Click the '*Sushi*' button to display the information they will require.

For more information on COUNTER usage reports, information for activating your holdings in Discovery solutions, and access and authentication visit our Customer Support Portal or email support@emerald.com

Help us to improve

All feedback is important to help us deliver the features and functions our users require. Click the 'Feedback' button to let us know what you think of the Account Management Portal.

Contact us for help

If you need more information, please contact us at: **support@emerald.com**

insight guides

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