Admin Tip Sheet
Safari Backoffice

The Safari Backoffice URL:  https://secure.safaribooksonline.com/bo3/

To access you will need your administrator username and password. If you do not have this information, please contact ProQuest technical support at tsupport@proquest.com

Activate the Explore portal

Click on:

- The **Accounts** tab,
- Then on your account name.
- Then you will see a list of tools, among them **Interface/Co-branding**.
- Click **Interface/Co-branding**.

On the bottom part of the page, check the checkbox for **Librarian Email Notification** and add an email address for **Librarian Email**. This will add the Explore button on the search interface, which takes your end users to the Explore portal where they can search all Safari books. If they would like to suggest a book to be included in the institution custom collection, they will be able to send an automatic message to the mail address you added as **Librarian Email**.
Click on:

- The **Accounts** tab,
- Then on your account name.
- Then you will see a list of tools, among them **Book URLs**.
- Click **Book URLs**.

This will display a window with a list of all books on your account, with durable URLs. You can use those URLs for instance on the institution website or in a newsletter, to highlight books for your users.
On the same page you can click on MARC, which will take you to the tools for downloading MARC records. You can start downloading a full set, then download updates.

MARC records are added every 4-6 weeks. Before downloading an update, please check the availability report, if it says Y (yes), then the MARC record is available. If N (no), then you need to wait until the MARC record is available.
Accessing usage statistics

Click on the Reports tab.

Live Reports

Let’s start with Live Reports, which has 2 options - Account Usage Summary and Master Book Usage Report. These will give you a good overview of the usage on your account. Select one of them, fill in date range and select HTML or Excel.

- Safari Insert Date = Date the book was added to Safari, not your bookshelf
- Sections = total number of sections in that book
- #Hits = total number of sections viewed from this book

Counting Compliant Reports

Next, let’s look at the Counter Compliant reports. These are standardized reports, you can choose between

- **Book Report 2 (R4)** - Number of Successful Section Requests by Month and Title;
- **Book Report 4 (R4)** - Access Denied to Content Items by Month, Platform and Category
- **Consortium Report 1 (R4)** - Number of Successful Section Requests by Month and Title
- **Consortium Report 2 (R4)** - Total Searches, Result Clicks, and Record Views by Month and Platform.
- **Platform Report 1 (R4)** - Total Searches, Result Clicks, and Record Views by Month and Platform

Book Report 4 will tell you how many users have tried to login but failed. This gives you an indication that you might have to increase the number of simultaneous users. If the report is empty (No Data found - File is Empty), then you’re OK – there were no turnaways and you have sufficient allocation of simultaneous user capacity.
Click **Run** for one of the Counter compliant reports, then select format and date range (that is usually all you have to do). Finally you will see a list of reports that you have already downloaded previously which enables you to check that it is done regularly. The new report is on top of the list. At first the status might be “Queued”. You will have to wait until it says “Done” (just refresh the webpage a few times) and the download link appears.

Click the Reports tab once more, there is an option called **My Reports**, which gives you a list of even more reports to choose from. However, as the admin module is common to all Safari accounts not all options may be appropriate or available to your account.

### Where to find help

**Search our Support Center:**
[http://www.proquest.com/support](http://www.proquest.com/support)

**Webinars:**
[http://www.proquest.com/training](http://www.proquest.com/training)

**By phone**
- **In North America:** 800-889-3358
- **Outside North America:**
  - *UK only*: 0880 220 710
  - *(Outside of UK)*: +44 1223 271 496