

Emerald Insight – new platform

Frequently Asked Questions



Emerald will launch a new platform for Emerald Insight in June 2019. This FAQ will be continuously updated to ensure you receive the most appropriate information.

You can also visit www.emeraldpublishing.com/platformupdate, the central point of reference for all the latest information and updates.

If you're unable to find the answer to your question, please contact us at publicbeta@emeraldinsight.com.

Last updated: 8th May 2019

General Information

Why are you moving to a new platform?	<p>We're doing this to create a much better experience for the showcasing, broad dissemination and visibility of social science research for authors, readers, students, researchers and librarians.</p> <p>To help inspire critical thinking that can positively impact upon society as a whole, we wanted to create a platform for a wide range of research outputs, from articles to data to case studies to video and animation, which would be fast, very easy to use, uncluttered, accessible and broad in its reach.</p>
When will the new site launch?	The migration to the new site will happen 30th June 2019 .
Will the URL change?	<p>From 1st July, the new URL for Emerald Insight will be www.emerald.com/insight</p> <p>From July, www.emeraldinsight.com will no longer be used, however, redirects will be in place for all pages and content.</p> <p>Until then, please continue to use the current URL.</p>
Will I be able to access all the same content that I could on the old platform?	Yes, all eJournal, eBook and eCase content that is available on the current platform will be migrated. Your access entitlements will not be affected by the transition.
Will there be any further developments to the platform after go-live?	<p>After the launch, we will continue to develop and refine the new platform according to feedback we receive from the communities we serve. It's a platform for <i>you</i>, and we invite you to drive its continued development.</p> <p>You can share your feedback now! Visit the Emerald Insight beta platform and tell us what you think: www.beta.emerald.com</p>

Features and functionality

Will the new site meet global accessibility standards?	The new platform will be W3C AA and US section 501 compliant. Find out more about Emerald's policy on accessibility standards here .
Will there be any changes to platform functionality?	The new platform has been built from the ground up in collaboration with leading international academic institutions to ensure that every decision is carefully considered and validated by our users. This will continue even after launch and new features will continue to be implemented. To see some of the features of the new platform, take a look here .
Will the site be compatible with mobile devices?	Emerald Insight has separate mobile and desktop sites. The mobile site is built using responsive technologies and opens automatically when accessed from a mobile device.
Will the Pay Per View and DeepDyve functionality be disabled?	Pay Per View functionality will not be offered from 31 st May on the current site. However Deep Dyve will continuously remain available throughout the migration.

<p>Will there be any minimum technical specifications required to access the new site, if so what are these?</p>	<p><u>Device compatibility</u> We have rigorously tested a number of browsers and emerald.com/insight will support the latest versions of Chrome, Firefox, Edge, IE11 and Safari.</p> <p><u>IANA IPs</u> We do not allow IANA IPs to be registered for access to our content. The new root URL for accessing the Emerald web platform will be: https://www.emerald.com/insight</p> <p><u>Transport Layer Security</u> Due to our https:// compliancy, we can not provide access for servers using a TLS version which is lower than v1.2 when communicating with our websites. All clients able to speak TLS v1.2 will be considered safe and thus allowed to communicate with our servers. Please note, this applies only to stand-alone EZproxy customers. All customers hosted by OCLC are running versions that are TLS 1.2 compliant.</p> <p>If you are running EZproxy locally and it is older than version 6.1.16, access to www.emerald.com/insight will not work to proxy on TLS v1.2.</p>
<p>Will there be redirects in place?</p>	<p>There will be multiple levels of redirect in place for domains, publications and DOI.</p>
<p>What institutional level data are you migrating?</p>	<p>We will migrate all holdings and authentication information for our customers to the new site, providing seamless access to content.</p>
<p>Is there any data that won't be migrated over?</p>	<p>Saved search alerts data that is included in My Profile will not be migrated to the new platform as the data is not compatible with the more sophisticated search algorithm implemented on the new platform.</p>
<p>Will I be able to manage my user profile on the new site?</p>	<p>Personal profiles for both users and library administrators will be made available shortly after the new platform is launched. The following will be transferred over at the point of migration:</p> <ul style="list-style-type: none"> - Favourited content - Alerts: digest and subject, subject area news, MARC record updates, table of contents, citation and EarlyCite article. <p>A communication giving detailed instructions will be sent when this function is enabled. In the meantime, please contact publicbeta@emeraldinsight.com if you have any questions relating to this functionality.</p>
<p>Will there be any downtime (lockdown) at final switch-over?</p>	<p>We expect there to be no downtime during the switchover of the platform. However, if there is period of scheduled downtime this will be communicated in advance.</p>
<p>Can I still opt-out of marketing communications via the new platform?</p>	<p>The marketing communication preferences will be managed within the My Profile area of the new platform. Until My Profile functionality is enabled, please complete the form to opt-out of marketing from Emerald.</p>

Authentication, discovery and access control

<p>Will I still be able to access content via discovery services?</p>	<p>Emerald Insight will be indexed in all major discovery systems including Primo, Summon, OCLC and EBSCO. Any existing links from the discovery services will be redirected to the new site. There is no action required from the customer to enable this. We will be working with discovery services to ensure that there is no disruption to customer access.</p>
<p>Will my institutional IP(s) still be recognised when I visit the platform?</p>	<p>Yes, all current institutional IPs will be live on the new platform to provide access to the content that you are entitled to.</p>

Will my login details remain the same?	<p>You can log in via the following authentication methods using your existing credentials: OpenAthens, Google Casa and Shibboleth authentication.</p> <p>When My Profile functionality is enabled, anyone with an existing user profile on www.emeraldinsight.com will be able to use their existing username but will be required to reset their password at this time.</p>
Will embedded links from MARC records and KBART files continue to work?	<p>We will ensure that the URL provided in the existing MARC records and KBART files will continue to work by implementing redirects.</p> <p>Upon go-live of the new platform, new MARC records will be created and anyone who downloads from that point will have the new URLs embedded. New KBART files will also be available shortly after migration.</p>
Can I continue to use existing access tokens on the new site?	<p>The tokens that have been issued through www.emeraldinsight.com will not be supported on the new platform.</p> <p>If your primary method of authentication is currently via access tokens, please contact Customer Support at publicbeta@emeraldinsight.com to discuss alternatives.</p>
Will you be supporting EZproxy?	<p>Yes. EZproxy will be supported on the new site. If you host your proxy server locally, you will be required to update Emerald's Stanza file at the time of migration. This will be communicated before launch. If your EZproxy is hosted by OCLC, they will update the Stanza file in advance of the migration, so there will be no action for you.</p>

Usage and standards

Will usage data captured on the old platform be migrated over?	Usage data for your institution will be transferred across to ensure that there is continuity of usage statistics.
How do I access usage reports on your new site?	COUNTER 5 usage reports will be available to download as soon as the platform is launched.
Will my SUSHI credentials change?	SUSHI credentials will change. Full details will be communicated shortly.

Guidance and support

Will you be providing user guides for the new platform?	There will be a range of support materials for users and administrators, including platform guides, migration checklists and FAQs.
Where do I direct my general enquires?	All general enquiries related to public beta and the migration should be direct to publicbeta@emeraldinsight.com

