IHS Jane's Online: Built in response to customer feedback

At IHS Aerospace & Defence we value the opinion of our customers. Customer requirements and feedback are at the cornerstone of our development priorities and we engage customers at all stages of the development process; from requirements gathering, usability testing and feedback post-launch.

If you would like to contribute feedback or become involved with user testing then you can do so via the routes below:

- Email Emma Cussell, Senior Product Manager for Aerospace & Defence Platforms at Emma.Cussell@ihs.com
- Use the Feedback icon on the top right hand side of the jane.s.ihs.com website
- Contact your IHS Account Manager
- Contact IHS Customer Care:

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IHS Jane’s Online User Guide 2015/16

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1 Getting Started

1.1 Technical Requirements
- IHS Jane’s Online is compatible with Microsoft Internet Explorer 8 and above, Firefox and Chrome
- Enable the following browser functions: Cookies, JavaScript, Frames, and preferably Cache
- Adjust your pop-up blocker to allow IHS web site pop-ups

1.2 Logging In
- Go to Janes.ihs.com and enter your user name and password.
- If you don’t know your username and password then please contact your internal account owner or contact IHS Customer Care
- If you have forgotten your password then please click the “Request Password” link
- If you select “Remember Me” you will be automatically logged into the website on future visits until you clear your cookies and passwords via your browser.

1.3 Shared Accounts vs. Individual Accounts
Depending on your organizations preferences you may be set up as part of a shared account by default. If this is the case, once you have logged in, you can set up an individual account by going to the “Create Personal Account” link in the top right hand side of the web page. Follow the simple steps to create your own profile. Individual profiles allow additional features and benefits such as:
- Saved searches
- Email alerts
- Bookmarked documents
- Favourite publications
- Customizable homepage
- Customizable dashboards for Company/Country and Equipment information
- Custom saved dashboards
- Report Builder
- Ability to add notes to document and share notes with colleagues

2 Homepage

2.1 Customizing your homepage
The homepage is designed to be customised to meet your requirements. The first time you land on this page a tutorial will appear which walks you through how to customise the page. You can access this tutorial at any time by clicking on the “Tutorial” icon in the top right of the screen just below the banner. Your selections will persist from session to session.

A number of “widgets” (content blocks) are available, which allow you to quickly and easily access commonly used functionality or content.
2.2 Page widgets Available:

- **Advert**: Displaying content provided by our advertising clients
- **Data Analytics**: A carousel of latest published Data Analytics content (requires a subscription to Data Analytics Module)
- **Dashboards**: Links to access the country, company or equipment dashboard of your choice
- **Intelligence Briefings**: Links to recordings of our Intelligence Briefings, and registration for upcoming live briefings (only available to Module or Intelligence Centre customers)
- **Latest Content by Country**: Links to the latest news and reference by country via a map interface
- **Latest News and Updates**: Latest news and reference contents streamed to your homepage
- **Latest Videos**: A carousel of our latest video content
- **My Bookmarks**: You can bookmark documents that you want to view at a later stage; these bookmarked articles can be accessed via this widget. You will need an Individual Profile to access bookmarking functionality
- **My Custom Dashboards**: You can create and save your own dashboards, and access them via this widget. You will need an Individual Profile to create Custom Dashboards
- **My Subscriptions**: Provides links to the product pages to which you subscribe, and information about your account
- **My Files**: Batched exports will be saved in the “My Files” area for you to access for a period of 14 days
• **My Saved Searches:** You can set up saved searches, which can be run as often as you like, or set up as a regular email alert. Your saved searches can be accessed via this widget. You will need an Individual Profile to set up saved searches and email alerts.

• **Quick Links:** Provides a hyperlink to latest news and latest reference content

### 2.3 Top Navigation

The top navigation refers to the blue bar at the top of the screen. This blue bar will persist as you navigate the site, and will allow you to access key pieces of functionality and content.

The IHS logo will allow you to visit other key IHS websites, such as [www.ihs.com](http://www.ihs.com).

The “Help” icon will take you to the training page, where you can access help documentation and videos and request training.

The “Feedback” icon will allow you to send feedback, or ask questions about your IHS Jane’s subscription direct to the Product Management team.

The person icon, which will be your account name, is where you can access information about your account and change your password.

Always use the “Log out” button when exiting the site, as this will close down your session properly and securely.

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**The “Home” icon will always return you to the homepage, and will have the effect of clearing your search and allowing you to start your session afresh**

**“My Products & Services” gives you access to information about your subscription and quick links to product pages. You can also access your email alerts, custom dashboards, saved searches, files and bookmarked documents**

**Report Builder allows you to combine IHS Jane’s content in one easy to use report builder that can be shared with colleagues in the site, or exported**

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**The “Dashboards” tab gives you access to subject focused dashboards on country, company or equipment information. This is a great place to start your session as information from across your subscription is consolidated on a given topic**

**The “Search Tools” tab provides access to the Advanced Search option, Parametric Search, and Terrorism Events Database Search**

**The Customer Care tab provides information on how to contact our customer care team**
3 Searching

There are a number of ways to carry out a search, and it is important to remember that searches are contextual once you enter a product.

3.1 Auto-Fill

The search facility is a keyword operator which will auto-fill to match common searched terms and subject areas.

We have used the keyword ‘Challenger’ to demonstrate the capabilities of this simple search function.

3.2 Keyword Search Syntax

The keyword search box uses the AND search operator by default, with all individual keywords or quoted phrases entered in the box being considered a search constraint.

3.3 Multiple Words

Adding multiple keywords in the box will search for documents containing those keywords anywhere in the text. e.g. tank munitions will search for documents containing tank AND munitions.

3.4 Phrases

Phrases can be included in your search by delimiting the keywords you enter with double quotation marks (“ “). e.g. “tank munitions” will search only for instances of the keywords tank and munitions appearing adjacent to each other and in that sequence as a single phrase.

3.5 Boolean Operators

Keywords and phrases can be combined into search statements using Boolean operators.

- search text <AND> search text, where search text can be a keyword or “phrase” - when searching for documents containing both keywords / phrases
- search text <OR> search text, where search text can be a keyword or “phrase” - when searching for document containing either keyword / phrase

3.6 Excluding Words and Phrases

Keywords and phrases can be excluded from the search results by prefixing them with a not operator (<not>). e.g. <not> tank will search for documents that do not include the keyword tank, and <not> “tank munitions” will search for documents that do not include that phrase.
3.7 Parentheses (Operator Precedence)

By default the order of precedence is <NOT>,<AND>,<OR>,<NEAR>, this order should be change through the use of parenthesis.

- e.g. (SHORAD <OR> "short range air defence") <AND> "United States"

Without the parentheses "short range air defence" will be joined using AND logic to "United States"

3.8 Proximity

Keywords or phrases in close proximity to other keywords or phrases can be searched for by using the format – term <NEAR> term.

- e.g. apache<NEAR> longbow

This option can be configured to operate within a range, by defining how close you want the terms to be “apache <NEAR /5> longbow” when searching for those keywords. If a range is not entered, a range of 4 is applied as a default.

3.9 Wildcards

Wildcards may be used to define search strings with variables in order to locate related keyword matches in documents. A wild card string may contain the following special characters –

- Asterisk (*) will expand the scope of your search by representing 0 or more alphanumeric characters at the beginning, middle, or end of the word, eg. Defen*e = Defense, Defence, Defensive, Defendable.

- Question Mark (?) will limit the scope of your search by representing a single alphanumeric character, eg. Defen?e = Defence, Defense. More than one (?) can be used to indicate multiple characters.

3.10 Starting a search from the homepage

When starting a search from the homepage it will clear any previous search criteria you have entered. Homepage searches will also search across your subscription excluding results from Jane’s Markets Forecast, Jane’s Intelligence Review and Jane’s Terrorism & Insurgency Centre.

Start a search by entering a search term in the search box. By default this will search your entire subscription but you can limit your search to certain subject areas using the drop down to the left of the search box.
3.11 Starting a search from Advanced Search

To start an Advanced Search navigate to “Search Tools” in the top navigation and select “Advanced Search” from the menu items. Advanced search will allow you to easily build a complex search.

You can start by adding key words or phrases to the search box, you can then select from the drop down on the right whether to confine your search to the title only or full text. Click “+” to add an additional row and you can select “And”, “Or” or “Not” from the drop down to the left of the search box. This will determine the logic of your search.

You can also add additional filtering options from the list on the left hand side of the screen to further narrow your search results.

3.12 Contextual Searches

IHS Jane’s search is contextual once you enter a product area; this means that once you begin a search within a product that you will only be searching that product rather than your entire subscription.

4 Search Results

4.1 Search Results Grid

Once a search has been executed you will be taken to the search results grid. By default results are displayed by the most relevant result. If you enter a blank search, all documents in your subscription will be returned, with the most recent first.
4.2 Refining search results

The IHS Jane’s knowledge base is extremely large, with a full subscriber having access to more than 750,000 documents via main search. Whilst the best efforts are made to display the most relevant content at the top of the results list it may often be necessary to make further refinements to your search results.

A quick and easy way to refine results is to use the tabs above the search results grid. You can choose to see all results or just news, country profiles, equipment profiles and so on. Profiles will act as a point in time reference document providing in depth coverage of a piece of equipment, a country or a company. For the most up to date, breaking information you may need to refer to news and insight. For structured information, i.e. inventories information it is advisable to use the Data & Analytics tab which will mostly consist of spreadsheets.

For more advanced refining options use the filters on the left of the screen. These filters can be expanded multiple levels

- Subjects: i.e. Armed Forces, External Affairs, Security etc.
- Equipment: i.e. C4ISR Systems, Land Vehicles etc.
- Region/Country: i.e. Middle East or France etc.
- Date Posted: date posted on the site.
- Document Type: i.e. Analysis, News, Reference etc.
- Document Format: i.e. spreadsheet, intelligence briefing
- Document Status: Active or archived
- Publication/Section: i.e. All the Worlds Aircraft, Jane’s Defence Weekly etc.
- NSAG Actors: Non State Armed Groups
- Organisation: i.e. Finmeccanica, Thales, Saab, etc.
5 Saved Searches/ Email Alerts & RSS Feeds

If you have set up an individual profile you can set up saved searches, email alerts and RSS feeds.

Once you have constructed a search you can choose to save that search for later reference, so that you do not need to enter regular search details again. Saved searches can also be set up as an email alert, so that you receive a regular email when new information is published that matches your search criteria.

5.1 Setting up a Saved Search

To set up a saved search enter all your search criteria – this can be a combination of keywords, Boolean operators and filters. Once you have selected your search options, click the “Save Search” icon at the top of the search grid. Enter a search name and description. If you wish you can also turn your saved search into an email alert by selecting an email frequency. When you have finished click “Ok”.

Once you have selected your filters press enter or click “refine results”

Expand and collapse the filters by clicking here

You can search within the taxonomy, e.g. instead of expanding Americas and then North America and then selecting United States, just start to type United States in this search box

Click the box to add a filter, then press enter or click “refine results”

Click on the “+” icon to expand the taxonomy filters
5.2 Setting up Email Alerts

To set up an email alert, enter all your search criteria – this can be a combination of keywords, Boolean operators and filters. Once you have selected your search options, click the “Create Alert” button at the top of the search grid.

Enter your Email Alert name and description, and select your email frequency.

5.3 Setting up an RSS Feed

To set up an RSS Feed, enter all your search criteria – this can be a combination of keywords, Boolean operators and filters. Once you have selected your search options, click the “Create Alert” button at the top of the search grid.

Enter your RSS Feed name and description, and select your email frequency.

You will need to have an RSS feed reader installed to view this content. More information about setting up and viewing RSS feeds can be found on the website under “My Products and Services” > “Alerts and Feeds” in the top navigation.

5.4 Accessing IHS Jane’s pre-determined feeds

IHS Jane’s have created a set of standard email alerts and RSS feeds. To set these up go to “My Products & Services” in the top navigation, and select “My Alerts & Feeds”. You will see a list of alerts and feeds on different topics. Click the envelope icon to set up an email alert, and the RSS feed icon to set up an RSS feed.

5.5 Accessing & editing your searches and alerts

You can find your email alerts, RSS feeds and saved searches in the “My Saved Searches widget on the homepage.

Clicking on the saved search will run the search for you and take you to the search results grid.
To amend your save searches and alerts, you can click “Manage Saved Searches” in the homepage widget, or navigate to “My Products & Services” in the top navigation and select “My Saved Searches”.

6 Dashboards

There are dashboards on Country, Company and Equipment information. The dashboards consolidate content from across your subscription into one place, focused on a given subject – they are a great place to start your search as they negate the need to search and navigate numerous products.
6.1 Accessing dashboards

You can access dashboards through the “Dashboards” tab in the top navigation. When you click on this tab you will see options for company, country and equipment dashboards. To go to a dashboard you can either select from the full list of available options presented in the drop down menu or select from the quick links displayed. The list of quick links consists of our most popular searched content.

6.2 Using Dashboards

All the dashboards work in the same way and have the same functionality, but the following examples are taken from the United States Country Dashboard.

Dashboards are customisable and whatever changes you make for one country will persist each time you visit the site and as you switch between countries.

The first time you land on the page a tutorial will appear – you can revisit that tutorial at any time by clicking on the tutorial icon on the top right hand side of the dashboard.

- Switch between different countries using the drop down list
- Click to save or print your dashboard – more on saving dashboards under the “Create a Custom Dashboard” section
- You can switch between one, two or three column view here
- All available content widgets are listed on the left hand side. To add a widget to the page click the “+” icon or drag and drop to where you want it
- When you hover over a dashboard additional options will appear. You can drag and drop dashboards to your favoured position, remove them from the page, save to custom dashboards, expand, and changing charting interfaces.
6.3 Saving Custom Dashboards

Users with Individual Profiles set up can create custom dashboards, by saving a view and adding widgets from other dashboards. This is perfect for creating a comparison, or setting up a view that reflects your workflow or task.

The example below shows how to create a custom dashboard that acts as a comparison between the economies of the United States and Russian Federation.

The first step was to add the widgets of interest to the United States Country Dashboard. Then select the “Save” icon at the top right of the dashboard. A pop up will appear allowing you to create a new custom dashboard. Add a title, and if required, a description. Click “Save Dashboard”.

Then move to the Russian Federation country dashboard. The same widgets will appear. When you hover over a widget a menu item will appear and you can select “Save item to Custom Dashboard”. Alternatively you may see this icon:

A pop up box will then appear and you need to add the widget to the existing custom dashboard you have set up. Then click save.
Once you have added all the widgets required you can access your custom dashboard, either from the “My Products & Services” tab on the top navigation, under “Custom Dashboards” or via the “Custom Dashboards widget on the homepage.

As you can see from the screen shot below this creates a very easy to use comparison between countries.
7 Viewing a document

Once a document is opened there are options available as to how that document view is set out. Any changes you make will persist.

If you have an individual profile set up you can add your own notes to a document using the “Make a New Note” option to the right hand side of the document. You can access and manage all your notes via the “My Products & Services” tab in the top navigation, under “My Notes”.
Contacts

If you have any further questions or require training please feel free to contact us at any time, using the details below or by contacting your regional customer care team

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