Accessing the Site

Why are there no longer individual product URLs?

The existing site is a collection of individual publications that have evolved over the years, incorporating new functionality and layout over time. In Janes 2.0 there is now a consistent approach to accessing all of the information. Janes 2.0 is a new platform that exists as a single site with one URL.

Will my old bookmark / favourite links work on the new platform?

The new platform is hosted on a different site with a different structure, so old bookmarks will no longer work. From August 15th all old URLs will automatically redirect to the new site.

What browsers are supported by the Jane’s 2.0 platform?

The new platform supports Internet Explorer 7 and 8 as well as Safari, Firefox 3.6 and Chrome.

Will Janes 2.0 work on browser versions earlier than IE 7?

The new platform was designed for IE7 and above as IE 6 is no longer supported by Microsoft and does not offer the same level of security as the newer browsers. We are aware that some users are still using IE 6, however, and we have ensured that the majority of the core functionality is available to IE 6 users:

- Ability to search, filter, get search results and go through to the document view level
- Ability to alter the search results grid and export/print pages
- Ability to view dashboards and microsite home pages

Does Janes 2.0 use flash?

No Flash is used in Jane’s 2.0.

Does Janes 2.0 use JavaScript?

Yes – JavaScript needs to be enabled as this supports core functionality throughout the site.

In the past non-JavaScript functionality was incorporated in order to allow the site to be used with JavaScript disabled, but this is not possible with the new site. Unfortunately there is no non-JavaScript version of Jane’s 2.0.

We have added functionality within Janes 2.0 that simply cannot be reproduced without JavaScript. The site makes use of AJAX – which allows us to update parts of the page dynamically without having to reload the whole page. If you remember the current site, typically every time you click on something the
page reloads. On Janes 2.0, this does not happen as much. For example, clicking on a navigator controls opens and populates it with data – only the navigator is updated, the page itself is not reloaded.

Is Java used on Janes 2.0 – will I be required to make updates?

The new site does not use Java at all – it is instead based on Microsoft’s .Net framework, so there will be no Java update issues.

Why are there no products in my subscriptions box?

Please contact your IHS Jane’s account representative and they can assist you with this issue.

Individual Registration and Email Alerts

What are the differences between logging in as a shared user and a personal account user?

As a shared user you can access all of your subscriptions in the usual way. If you log in using your personal account (which you can set up if need be using the ‘register’ option when you first log in) this also allows you to use the save search, email alert and RSS functions (which are unique to you) and also the export functionality and notes function.

Why do I need to log in as an individual user to be able to use export functionality?

All of your exports are recorded in the ‘My Files’ area (in ‘My Products and Services’), which allows you to see what you have exported for up to two weeks. Logging in as an individual user allows you to benefit from this functionality.

Why do I need to log in as an individual user to be able to use the notes facility?

The notes facility allows the user to add a note to a document. We need to be able to identify you to ensure that the note is only added to the document of your choosing unless you choose to share it with a colleague in your organisation. In this situation if you select ‘share’ when another user in your organisation logs in then they will be able to see the note you have created.

Why do I need to re-register for e-mail alerts and set up my saved searches again in the new site?

The new site uses an upgraded entitlements system and it has not been possible to move over all the saved searches and alerts. The idea is that the new individual registration creates the user a login and password for the site whereas previously the alert only gave them the contents contained in the alert without any access. By not migrating all previous e-mail alert subscribers we enable clients to have their own login and ensure that their alerts are going to the correct person.

Is Individual Registration mandatory?

No. If you are an administrator then you have the ability to request that no one within your organisation has to register for individual access. Should you wish to switch off the individual registration box, however, then your users will not have access to the following tools:

1. Saved Searches
2. RSS
3. Ability to add Notes
4. Export
5. E-mail Alerts

**RSS Feeds**

All the predefined RSS subject feeds are available to all users, but full articles are only available to subscribers to the relevant publications. RSS feeds based on saved searches are also available, but users need to be logged in as an individual user to set these up.

**Are Subject-Based Alerts available in Jane’s 2.0? If so how do I register for them?**

Yes, Subject-Based Alerts in both e-mail and RSS formats are available in Jane’s 2.0. Once you have registered your personal account you can begin setting up your Subject-Based Alerts. Select ‘Resources’ on the top menu, then in the drop down list select ‘Alerts and Feeds’. On the ‘Alerts and Feeds’ page you will see a list of e-mail alerts. Select the envelope icon for e-mail alerts and the Feeds icon for RSS Feeds.

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**Client Area**

**Can I change the information within the “Welcome Panel”?**

Yes, the Welcome Panel can be personalized for your organization. The information in there has been carried across from the existing entitlements system. If you want to change the contact details please let your account manager know.

**What is Latest News?**

This is the latest news from our magazine and newsletter products, filtered to include content relevant to your subscription.

**What is Latest Updates?**

This is the latest new and updated information from our reference and analysis products, filtered to include content relevant to your subscription.

**What if I don’t have access to a reference product or access to a magazine product?**

If you don’t have access to a magazine product then the following text will appear:

You are not currently subscribed to news content in this area.

For upgrade options please contact your IHS Sales Representative.

If you don’t have access to a reference product then the following text will appear:

You are not currently subscribed to reference or analysis content in this area.

For upgrade options please contact your IHS Sales Representative.

**Is the Welcome Area (Client Area) / Client landing page customisable?**

It is not customisable at the moment, but in future releases we will enable clients to modify this area.

**Can I add my company logo to the welcome area?**

Yes you can – please contact your Account Manager. The welcome image has a fixed width of 250px and a height of 70px, and image format should be gif.

**What are IHS Janes Announcements?**

This area will be used to communicate important product announcements, events...
which may be of interest to you and also any planned maintenance to the site.

**Microsites**

*Where have the links to the Microsites gone?*

How do I access an individual product?

Users can go into individual microsites by selecting the relevant product in either the subject or the A-Z listing of “My Subscriptions”.

*Where have the Editorial Biographies gone?*

This information will be incorporated as part of a future platform update.

**Search**

*Where is Advanced Search?*

Advanced Search has been modified into a filtering option which appears in the left-hand navigation of all pages. This Advanced Search filter has been expanded to include:
1. Document Format
2. People
3. Organisation
4. Subject
5. Equipment
6. Document type
This is in addition to the original IHS Janes Advanced Search options, which were:
7. Region / Country
8. Publication / Section
9. Date of publication

**Which Boolean Operators are supported?**

Whereas the old site used Verity / Autonomy, the Janes 2.0 platform uses the Microsoft FAST search engine. This therefore means that some of the operators have changed. As a result the Microsoft FAST search does not support Boolean searching.

In order to obtain an “OR”-type experience when searching you should select individual left-hand navigation sub filters within the left-hand navigation filter category. So, for example, if you wanted results returned for one country “OR” another, you would need to select the relevant check boxes within the region / country left-hand navigation filter. The [IHS Customer Care Team](#) can provide information, tips and training to help you get the most out of the new search functionality.

*When I enter a keyword search, what is it searching against?*

It searches content relevant to the area of the site that you are in. For example, if you are searching within the Defence Equipment Technology Intelligence Centre then the search will return only results from that subject area.

*Is there a way to search across content that I do not have access to?*

No, Janes 2.0 only allows users to search across information that they are able to access. This decision was driven by client feedback, as users felt that they did not want to see results that they couldn’t access.

*Why doesn’t my query term appear when I type into the Auto Suggest box?*

Auto Suggest is built using specialist dictionaries determined by Editorial experts from IHS Janes.
It will only suggest terms for which we have valid records. It will also only suggest terms that are relevant to your subscription.

Auto Suggest only begins to show results once the third character has been entered. This is done to enhance the search relevancy of the results.

We will continue to add to the Auto Suggest dictionaries; should you have a term that you feel should be included please email your Account Manager and we will review it.

**What happens if I make a spelling mistake in my search – how does “did you mean” work?**

The “did you mean” functionality will correct any spelling mistakes and will also cater for US / UK English variations.

If a foreign word is inputted as a keyword it will only bring back documents that also contain that keyword. Autosuggest only references English terms (UK or US English).

**I have checked a left-hand filter and it does not automatically load – Why?**

The new site works as a refinement tool allowing you to select a number of filters across different areas. So when you are happy with the filters you have selected you simply click ‘Refine Results’. This is a more efficient way of loading results as automatic loading slows down your experience.

Also there are a number of levels of the filters you can select; you make your filter selections then you hit ‘Refine Results’.

**Where has “Data Browse” gone?**

All existing browser options as well as some new ones – for example, document format – are now available in the “Search by Subject” and “Search by Publication” link, which is in the search tools top navigation.

**How can I search for “Other News Sources” on the new site?**

There is a Third Party content search tool contained in the “Specialist Tools” area. This is further broken into “Press Releases” and “News Feeds”

**Can I search Third Party news?**

Yes you can search by:

1. Publication
2. Topic
3. Date

**Where has “Search Tips” gone?**

This information is contained within the help guide which can be accessed through the help tab on the right hand side of all pages. A contextual help system will be incorporated in future platform updates.

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**Search Results**

**How do I re-order my search results?**

In the columns there are up/down arrows to enable re-sorting. The re-sorting can be applied to:

1. Date
2. Title
3. Publication
4. Section
Can I change the default column order on the search results page?
Yes. Go to Results options > Change Display > Create a Custom Display

The column options are:
1. Date
2. Country
3. Title
4. Description
5. Thumbnail
6. Publication
7. Section

How do I see the second page of my results?
The new site loads results on demand, so when you scroll down the results it loads more results onto the page. This means you do not have a Page 2, 3, 4 of results because they all appear on the one page.

Is there an option to select specific results to export?
This functionality has been logged for future development.

How do I clear my search?
There is a list of the search filters you have applied under the search box. You can either remove an individual filter or if you have applied more than one you can select “Clear All” and this will eliminate all search filters.

Document View

Why can’t I see export options in the document view?
You need to ensure that you are registered as an individual user to access export functionality. This registration also allows you to store your exported files under the “My Files” area.

How long are the notes stored for?
Indefinitely, until you actively amend or delete.

Who can see my notes on documents?
Only you, unless you check the box to share your notes with people in your organisation.

Are the notes searchable?
This has been logged as a future enhancement.

What document export options are available to me?
You need to ensure that you are logged in as an individual user to gain export options.

Depending on the area of the site that you are on we offer the following export formats:
1. PDF
2. Word
3. Excel (available for specification search and JTIC)
**Dashboards**

**What is a dashboard?**

The dashboards are effectively the new landing pages for Intelligence Centre and Module customers, allowing users to see subject-based latest news, reference and analysis filtered by country.

**In JMSA where have the Country Profile pages gone?**

When a user selects an individual country in the JMSA dashboard page and selects the country risk tab the country profile page for that country will appear.

**In JTIC where has the Country Statistics area gone?**

When a user selects JTIC as a product and selects an individual country on the JTIC page they will see the country statistics information.

**Where is the JTIC Events Database Search?**

There is a link to this from the JMSA dashboard. There is also the main link underneath “Specialist Tools” in the top navigation bar and also there is a link in the more search options area which appears below the search box on all pages.

**Where have all of the left-hand navigation items in Intelligence Centres gone?**

The most used left-hand navigation items of the Intelligence Centres are now displayed as “Quick Links” in the relevant dashboard pages.

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**Additional support**

If you have any queries about the Jane’s 2.0 platform or if you would like to schedule a free training session on any aspect of the new platform please do not hesitate to contact the IHS Customer Care team.

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