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1. LOGGING INTO SAE MOBILUS®

There are two distinct login options available for the SAE MOBILUS® technical resource platform: Subscription and Personal.

The Subscription login allows you to login to the platform and have full access to the content that is available with your subscription. The subscription login options are:

- Subscription Login - login that requires a username and password
- Institutional Login – used for single sign-on (via Shibboleth)
- IP Authentication

The Personal login to the Dashboard allows you the opportunity to customize your SAE MOBILUS experience.

1.1. Subscription Login

Navigate to the SAE MOBILUS homepage by visiting https://saemobilus.sae.org/

1. Select “LOGIN” located in the upper right.

2. Enter the username and password provided by your administrator under “Subscription Login” or, if you have “single sign-on” credentials (via Shibboleth), select your Institution from the available dropdown

3. For IP Authentication, you will automatically be given access and will be directed to the SAE MOBILUS platform without the need to login.
1.2. Dashboard Login

The credentials for the Dashboard are the same credentials that you utilize for access to mySAE, My TechZone, Conference Registrations and other SAE related sites. If you do not have credentials, you may register for a free Dashboard account using the available registration option.

For more information about the Dashboard and its features, turn to Section 5 of this User Guide.

To log in to the Dashboard:

1. Select the “Dashboard” tab, and login to the Dashboard using your existing mySAE username and password. If you do not have a mySAE username and password, select the “Register Now” option to create an account.
2. SUBSCRIPTION ACCESS

Your SAE MOBILUS® administrator can provide detailed answers to questions regarding your subscription(s) access. For a quick list of the content that is available, use the Collections facet from the filters available on the Search page. The Collections facet will display a list of the full-text collections available in your subscription(s) and their relationship to the parent content type. These filters can be used to quickly drill down into your full text documents.

To use the Collections filter to identify your subscription(s) content:

1. From the “SEARCH” page, locate the filters on the left-hand side. Use the “+” next to the Collections filter to expand the filter to view all available content in your subscription(s). Use the “−” to minimize the filter.

2. Use the available “MY ACCESS” filter under “SHOW ONLY” to update the search results to only display content that is included in your subscription. Content that is not part of your subscription is easy to identify because of the lock icon that will appear with the content in the search results.
3. ADMINISTRATION

This guide provides an overview to the support tools available to customer administrators of SAE MOBILUS®. As the customer administrator you are the key point of contact with SAE International’s Sales, Product Management, and Technical Support teams. Our goal is to provide you with the information and resources you need to ensure your users are delighted with SAE MOBILUS®.

The Administrator tools are available in the SAE MOBILUS® “Dashboard”, please see section 6 for additional details regarding the Dashboard and its features.

When selecting the “Administration” option from the Dashboard, the subscription table will display. This table displays all subscriptions that you as an administrator have the ability to manage.

3.1 Testing Authentication

Based on the type of authentication being used, the “TEST IP ACCESS” and “TEST USER ACCESS” can be used to check if an IP address or username and password are authenticating correctly to your subscription(s).

- **TEST IP ACCESS** provides a dialogue box that allows you to enter the IP address you wish to verify. The system will display a message if the IP entered is active in our subscription management system. You will see confirmation immediately if the test is successful. If an IP address is not active, has been suspended, or is not valid for the subscription you will see a message stating ‘Test Failed’. Please contact your SAE representative if this occurs.

- **TEST USER ACCESS** uses a dialogue box in which the username and password you wish to verify is entered. Enter the required details and select ‘TEST USER ACCESS”. The system will display a message if the username or password entered is active in our subscription management system. You will see confirmation immediately if the test is good. If a username and password is not active, or is not valid for the subscription you will see a message stating ‘Test Failed’. Please contact your SAE representative if this occurs.
3.2 Subscription Details

Additional details, reports, and information about collections, administrators, and IdP/IP Addresses can be located by selecting the subscription “Title” from the Administrator Subscription table.

The “Subscription Details” displays the selected subscription from which you can view the subscription details, access usage reports, view the content collections, and get contact information of the subscription administrators.
3.3 Reports

Selecting the “Reports” link from the left provides access to the current and historical COUNTER standard content usage summary reports. The reports are organized by type and sorted historically; the most recent of each type is displayed first.

COUNTER 4 provides online usage data regarding the collections that you have subscribed to and have access to in the SAE MOBILUS® platform. The data has been provided in both CSV and SUSHI XML format. A link to the COUNTER Release 4 Code of Practice which provides additional details about the usage data is provided for your convenience.

Full Text Reports

Full Text reports are reports that reflect the content usage only for the items that the customer has downloaded and has full access to.

- **Journal Report 5** – This report provides the number of successful times a customer completed a full-text article requests by Year of Publication (YOP) and Journal for the past ten years.

- **Book Report 1** – This report will show content usage for books, standards report, etc. Essentially, any content that is not a technical paper or journal article. This is the only report that specifically lists the titles that were downloaded by the subscription.

- **Journal Report 1** – This report displays the total number of times that an article, in a PDF or HTML format, was downloaded from a specific serial publication (Journal). The reporting period total reflects the number of times that an individual article was downloaded from the specific title. Additional totals are provided by PDF and HTML. Epubs are counted towards the content usage report under the reporting period total.

- **Multimedia Report 1** – Provides the total number of times a multimedia file, or video, was accessed by a customer.

Database Reports

Database Reports are used to show searches, clicks and record views.

a. **Searches** = when entering a key term, a search is the number of times that the key term entered appears in a publication within a collection
   i. The first search conducted is against ALL collections
   ii. If the user selects a specific collection filter, the search count is only against that specific collection
   iii. Example: Conduct a Search for “Oil”
      i. Oil appears in a Technical Paper Collection, a Journal article collection but not in the AMS standard collection

b. **Result Clicks** = The number of times a content asset is selected from the search results

c. **Record Views** = Number of times that the Summary and detail page for a content asset is visited
d. *Federated / Automated Searches* = Not offered at this time

- **Database Report 1** – *This report provides the total Searches, Result Clicks and Record Views by Month for each collection in the customer’s subscription.*

- **Platform Report 1** – Total Searches, Result Clicks and Record Views by Month and Platform

**Turn Away Reports**

**Turn Away Reports** show what customers attempted to access, but were denied because the publication was not part of their collection or paid subscription. These publications will appear on the Non-subscribed tab of SAE MOBILUS®.

Access is denied due to two reasons:

- Access denied. Content item not licensed
- Access denied. Concurrent/simultaneous user license limit exceeded (metered subscriptions)

- **Book Report 3** – *This is a detailed report of Book Report 4. This report provides the total number of times a specific title was attempted to be accessed by a user from the non-subscribed tab and denied because the publication was not part of the customer’s subscription.*

- **Book Report 4** - Provides a high-level report for Book Report 1. Instead of reporting by title, this report provides a summary of total denials received.

- **Database Report 2** – This report provides a summary of the total number of times a publication was denied access, and the collection(s) that the publication belongs to.

- **Journal Report 2** – *Overall search activity of the SAE MOBILUS® This report is similar to Journal Report 1, but provides the access denied.*

### 3.4 Collections

The “Collections” link provides a list of the full-text collections to which you have subscribed. This can be used to clarify any questions you may have on full-text content that is available in your subscription(s).
3.5 Viewing Administrators

The "Administrators" link displays a list of administrators and contact emails associated with the subscription(s). These administrators receive automated email communications from SAE technical support when a usage alert occurs on a subscription. Any change requests concerning administrators should be directed to your SAE representative. You may add as many administrators as you need to a subscription.

4. SEARCHING SAE MOBILUS®

4.1 Before you Search

SAE MOBILUS® contains both filter and facet navigation. “Filters” and “Facets” are used to help analyze a large set of content and narrow search results to aid the end user in finding relevant information.

“Filter” is used to limit search results based on specific criteria. Collections and Date are filters in SAE MOBILUS®. Selecting collection(s) or entering a specific date range will limit the search results per your criteria.

Collections: The “Collections” represent all available documents that are contained within your subscription.

Date: Select a year or enter a date range to filter the results set.

“Facets” group content under headings that are related and deemed useful by the end user. Facets are based on content within your latest search result. For example, in SAE MOBILUS® the facets Content Type, Topic, Sector and Author to name a few are provided. Facets can be used individually, or layered, which means that as a facet is applied, and the results are analyzed, additional facets can be applied.

Applying filters and facets can take a broad topic, such as engines, and narrow the results to much more specific content (e.g., LACE Jet Engine Aerospace Standards published in the past three years).

The facets will update and display based on the search conducted and corresponding search results. You can select as many facets to a new search or search results as needed.

Each time you refine your search by applying filters and facets, you will need to “APPLY” and “RESET” the available filters. The “APPLY” and “RESET” buttons are available at both the top and bottom of the filter list for easy access.

- Use “APPLY” when adding, removing, or making changes to a facet
- Use “RESET” to remove all filters and facets that have been applied to your search results.
1. **Search Field:** The “Search Field” is where the initial search for content takes place. Use the “SEARCH” button or “ENTER” on your keyboard to execute the search. A dropdown is available to instantly search within specific content attributes. Key term breadcrumbs will appear under the search field.

2. **Advanced Search:** Advanced search operators are available by selecting the “Advanced Search” that appears to the right of the search field.

3. **Search History:** The searches conducted during your SAE MOBILUS® session are captured as part of the “Search History” and can be saved to your personal Dashboard.

4. **Show Only:** The “Show Only” option will reduce your search results to only show content that:
   a. **Newly Added Content:** content added to the platform in the past 45 days
   b. **My Access:** content that is full text accessible as part of your subscription
   c. **Full Text Content:** content that has a PDF available

5. **Search Results Task Bar:** The “Search Result Task Bar” is activated when selecting a document by using the available check boxes or by using select all. The task bar will scroll up and down the page to offer quick access to “EXPORT”, “DOWNLOAD”, “FAVORITE” and “SHARE”.
4.3 Search Result Task Bar

The search result page contains a “Search Result Task Bar” that will appear when you select a title by using the check box to the left of the document name, or as you use “SELECT ALL”. This task bar will remain active as you scroll up and down the search result page.

Export publication metadata and citations:
- **Export**: Allows for the export of the metadata for selected results can be exported in .csv, .txt and .xlsx formats.
- **Citation**: Citation exports utilize the same export tool described above for “RIS Format”, “REFWORKS”, “ENDNOTE” and “BIBTEX”.

Download documents quickly in multiple file formats.

Favorite is a feature of the SAE MOBILUS® Dashboard that requires a personal login. This feature allows you to select documents, tag them as a favorite, and save them to individual folders located in the Dashboard.

Share: Allows you to share a selection of results through email. The document record(s) is cleanly formatted and inserted into an email. Each record in the email is linked back to the corresponding document detail page in SAE MOBILUS®.
4.4 Saving a Search via filter pane

When conducting research, there may be times that you will want to save your current search, with all filters and facets applied. This can be useful for continued research, refinement as new requirements become available, or a convenient way to identify new content against a commonly conducted search. SAE MOBILUS® has multiple ways that you can easily save a search and execute the saved search with one click.

The “SAVE” functionality of SAE MOBILUS® is a part of your personal Dashboard, which requires an individual login. SAVE is discussed briefly below and Section 5 offers detailed information regarding the Dashboard and its features.

1. Conduct a search by entering a key word and using the “ENTER” key on your keyboard or the “SEARCH” button.

2. From the left filter navigation tree, select any filters and facets necessary to narrow your search and select “APPLY” from either the top or bottom of the filter navigation tree.

3. The search results will automatically update to display results based on the filters and facets applied.

4. Select “SAVE” from the top or bottom of the filter navigation tree to save your search. A window will display that will allow you to name the search which will automatically be saved to the “Saved Searches” section of the Dashboard.
4.5 Search History

SAE MOBILUS® saves the searches conducted during a user session on the “Search History” tab of the search results page. The keyword used for the search along with all filters and facets applied are included in the search history information. Further, the total results found for both the subscribed and non-subscribed content are maintained and are hyperlinked allowing for immediate search execution.

To view and Save Searches:

1. From the Search Results page, select the “Search History” tab.

2. If you are not logged into the Dashboard, the Search History page will display and list all searches that have been conducted during the session. If you are logged into the Dashboard, then the last 12 searches conducted will be displayed.

3. On each Saved Search is a “SAVE SEARCH” button which allows the search to be saved with a customized name. The search will be saved to the Dashboard which is discussed in greater detail in Section 5.

4.6 Advanced Search

Advanced search helps you to search using more specific terms within selected metadata fields. You can build the search by adding additional rows of text and use the Boolean operators of “And, Not, and Or” to restrict the metadata search even further.
Using the attribute drop down further restricts each row by the selected value. The available fields are:

- Metadata + Full Text
- Metadata Only
- Abstract
- Author Affiliation
- Author Name
- Cross Reference Number or Cross Ref. Number
- Country Published
- Document Number
- Digital Object Identifier (DOI) Number
- Issue
- Larger Publication Number
- Meeting Name
- Publisher
- Title

To conduct an advanced search:

1. From the main “Search” window, select the “ADVANCED SEARCH” link which is available to the right of the search button.

2. Enter the search term in the first row available and select “ENTER” on your keyboard or the “SEARCH” button to execute the search. Use the “X” to remove your keyword from the search field.

3. Continue to add additional search criteria by using the “+” button to add additional query rows to specify additional search criteria. To remove a row, use the “X”
5. CONTENT SUMMARY AND DETAIL PAGE

SAE MOBILUS® comprises over 200,000 full text and bibliographic records of the most current technical papers, standards, ebooks, magazine content, and related publications. The different document content types contain unique features to maximize their value. For example, Technical Papers have enhanced features that allow annotation while some standards contain 2D/3D parts standards.

5.1 Tour of the Summary and Details Page

The elements available on the Details and Summary page are dependent on the type of document being viewed. There are five (5) main types of documents: Technical Papers, Standards, Professional Development, Videos and Other (books). Each document element is covered in detail below.

1. **Left Feature Elements:** Each Summary and Details page contain enhanced feature elements that can be found on the left-hand side of the page. These features enhance the content of the document and include such elements as: Citations, 2D/3D standards, Revision History, Citing References, etc.
   - **Data Sets** are available for tables in publications that have been converted to XML.
   - **Cross References** are available with one click.
   - **Revisions** offer a list of the current version of the document (and revisions). Some standards in SAE offer Redlining that will display the content that has been changed.
from one version of the document to the next. While not all standards currently offer redlining, additional content is being updated daily.

- **Citing References** will display available references contained within the document.

2. **Document Action Items**: Across the top, the document action items include:
   - **Export** document metadata and available citations.
   - **Download** a document quickly in the available formats.
   - **Purchase** a document if it is not currently a part of your subscription.
   - **Print** either the entire document or utilize the ability to select specific document sections to print.
   - **Favorite** is a part of the Dashboard, covered in Section 5, and allows you to Favorite an item and save it to a personalized folder on the Dashboard.
   - **Share** the document details quickly and easily via email.
   - **Check My Access** appears when not logged into a subscription.

3. **View/Annotate/Preview**:
   - **Preview** is associated with a document that is currently not available in your subscription and allows the ability to preview several pages of content to make informed decisions regarding a purchase.
   - **View/Annotate** allows for the viewing of the XML version of the document along with annotations.

4. **Content Enhancement Icons** are used to convey interactive elements within content:

   - SAE MOBILUS® currently has AMS Standards that have dynamic redlining. We are adding this functionality to our standards on a continual basis. Dynamic redlining offers a visual markup to revised standards that display the changes between revisions.
   - Many Technical Papers have the option to View/Annotate from the summary and detail page. The annotations that you make are automatically saved to the Dashboard Annotation folder. When you select a document to annotate, an XML version of the document will open. The header of the document contains 4 options:
   - The SAE Aerospace Standards configurator, provided by CADENAS PARTsolutions, generates a 2D and 3D preview of the specific standard desired, including the ability to interactively configure the standard part parameters such as diameter, length, etc., resulting in a fully defined SAE AS part number. In addition, the parts can be downloaded in many 2D/3D computer-aided design (CAD) and graphics formats for use within CAD or other downstream applications.
   - Tables within publications that have been converted to XML are available as downloadable datasets.
6. YOUR PERSONAL DASHBOARD

The Dashboard is your place to customize the SAE MOBILUS® platform for your specific needs. Create folders, organize documents, and save searches. The Dashboard requires a personal login so that the customization made is accessible and applied to you individually.

The credentials for the Dashboard are the same credentials that you utilize for access to mySAE, My TechZone, Conference Registrations and other SAE related sites. If you do not have credentials, you may register for a free Dashboard account using the available registration option.

To log in to the Dashboard:

1. Select the “Dashboard” tab, and login to the Dashboard using your existing mySAE username and password. If you do not have a mySAE username and password, select the “Register Now” option to create an account.
6.1 Tour of the Dashboard

1. **Recent Activity:** The recent activity displays a list of keyword searches that the user recently conducted on the SAE MOBILUS® platform.

2. **Administration:** If you are an SAE MOBILUS Administrator, information regarding testing IP, collections and usage reporting will be found here. These tools can be used to check basic access issues. SAE MOBILUS will check a username and password, or IP address for authentication. If you experience access issues to your subscription, an easy to use tool is provided to test your authentication.

3. **My Preferences:** Allows you to manage your SAE MOBILUS® preferences including Alerts and Notifications.

4. **Annotations:** Many Technical Papers have the option to “View/Annotate” from the summary and detail page. Any annotation made will be automatically saved to the “Annotations” folder.
5. **Favorites**: You can tag documents as “Favorites” in SAE MOBILUS®. Once the document is classified as a Favorite, you can save the document to personally created and named folders found within the “Favorites” folders.

6. **Saved Searches**: If there are searches that you routinely conduct, you can save them to the Dashboard, “Saved Searches”.

### 6.2 Administration

Covered in detail in Section 3.

### 6.3 My Preferences: Alerts and Notifications

We know that knowing when a standard is revised or additional content is added to the SAE MOBILUS® technical resource platform is important to you. You need the latest revision to make changes to a project, or have awareness of new publications to make informed decisions. That is why in May 2018, Alerts and Notifications were introduced to SAE MOBILUS® standards and saved searches.

**Publication Notification: Standards**

Alerts are currently available for standards in the SAE MOBILUS® platform. By setting an alert for a standard, you will receive a notification when a revision for the standard is available. This functionality replaces the previous Doc Watch functionality.

An improvement from the Doc Watch experience is the ability for you to set the frequency of the notification to meet your needs. An Alert Standard Card frequency are:

- **Daily**: Sent at the end of the day if a change to the publication has occurred
- **Weekly**: Sent on Sunday for publications that had a change the week prior
- **Monthly**: Sent at the end of the month for publications that had a change within the current month

**Saved Search Notifications**

Saved search alerts will notify you when additional content is added to the SAE MOBILUS® platform that matches the key term and all criteria of the saved search. A Saved Search Alert Card frequency are

- **Daily**: Sent at the end of the day if a change to the publication has occurred
- **Weekly**: Sent on Sunday for publications that had a change the week prior
- **Monthly**: Sent at the end of the month for publications that had a change within the current month
6.4 Managing Alerts and Notifications

When logged into the Dashboard, the ability to manage your Alerts and Notifications is available under My Preferences. Look for a bell icon throughout the platform as an indicator that you can set an alert.

Notification Inbox
You will receive a notification for an alert through the SAE MOBILUS® Dashboard and via email. The platform indicator will appear in both the Dashboard tab, and another indicator will appear in the Dashboard preferences, as shown above.

The frequency that you receive the notifications will be based on the frequency that you select when setting an alert. You can change the frequency at any time.

The Notification Inbox will organize your Notification Cards by “This Week”, “Last Two Weeks” and “Older”. Basic sorting and filters are available, and will be expanded upon as additional Alert functionality is added to the platform. A Notification Card will remain until you delete it from the Inbox.

At the top right of the Notification Inbox, is the “Manage Alerts” option. The ability to turn alerts on and off, change the frequency and delete alerts is available through the manager.
Manage Alerts

“Manage Alerts” allows you the opportunity to delete alerts, turn alerts on and off, and adjust the notification frequency. The top half of the page, (1) Alert Categories, depicts an Alert Card for each alert option that is currently available in the SAE MOBILUS® platform. Selecting a card for each alert category causes the (2) Alert Cards that you have set to appear in the bottom portion of the page.

From the Alert Cards, you are able to adjust the frequency, turn an alert on or off, and even delete an alert. There is no limitation to the number of alerts that you can set.
How to Set Alerts

There are various locations throughout the SAE MOBILUS® platform that allow you the opportunity to set an Alert and Notification for a Standard.

1. Favoriting a Standard

When favoriting a standard, an option to set an alert will be available. The frequency of the alert can be set, and any changes made in the Alert manager as described above.

An icon will appear in the search results and on the Summary and details of the Standard as a visual indicator that an alert is set.

2. Favorite Folders

If you do not set an Alert when you save a standard as a “Favorite”, you will have an opportunity from your “Favorite Folders”. Any standard located in a Favorite Folder will have a gray bell next to it to indicate an alert is possible. Selecting the bell, opens an alert card that will allow you to set the frequency.

An icon will appear in the search results and on the Summary and details of the Standard as a visual indicator that an alert is set.
7 TECHNICAL SUPPORT

7.1 Contact Support

If you are experiencing problems with SAE MOBILUS®, please contact support using one of the methods outlined below.

**Option 1:** Within SAE MOBILUS®

Select HELP from the menu bar to go to the Help Portal. The Help portal contains not only helpful information, but a link in the left navigation to “Contact Support”

**Option 2. Contact Customer Sales**

Phone: 1 – 724-772-4086  
Fax: 724-776-3087  
E-mail: customersales@sae.org

**Option 3:** Technical Assistance

Phone: 724-776-4970 (8:30 a.m.- 5:00 p.m. USA Eastern Time)  
Fax: 724-772-4891  
Email: epdtech@sae.org

For prompt results, please be prepared to provide browser, Internet connection, and hardware/software information.

7.2 Content Usage Monitoring

The downloading of PDF documents (full-text) is a popular feature of SAE International’s online subscription products. To protect our intellectual property (IP), we monitor the download rates of our customer accounts; comparing their download activity to established benchmarks of typical activity. If these limits are exceeded, we temporarily restrict access in a targeted way so as to affect the user’s access in a minimally invasive way.

The system is designed to protect our IP but also to identify whether any users are gaining unauthorized access to content. This is a valuable service we provide our customers, as it can identify security breaches to their private networks.
In addition, we monitor usage for systematic downloading of documents which can include:

- Logging in, taking one document, and repeating in a high volume over an extended period of time. A user would typically browse, search, and download in short period of time.

- Downloading of large numbers of documents, quicker than a user can browse and click. This includes several requests per second for downloads, from the same user session.

- Downloading of a large volume (thousands) or sequentially numbered documents. This is a thorough download of documents that is inconsistent with the typical use of an individual user.

- Downloading documents using a third-party tool. These tools typically run independent of the users browsing activities, and often make multiple requests to our server to download one document. A typical user will make one request.

*Note:* Systematic downloading is not indicative to normal use of the library (for legitimate reference or research purposes). If this type of event occurs, we will suspend or deactivate some or all IP addresses and alert the customer to investigate the issue.

**Alert Messages**

In most cases, when the document download limits are exceeded, it is accidental. Should that occur, the support team has a communication system in place to assist you as quickly as possible. The communication system comprises a series of emails informing you, the customer administrator, about the issue.

<table>
<thead>
<tr>
<th>Email Title</th>
<th>Description</th>
<th>SAE Action</th>
<th>Customer Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SAE MOBILUS Subscription Suspension Alert</strong></td>
<td>One or more IPs exceeded the first download threshold</td>
<td>No action will be taken</td>
<td>None required. Recommend contacting the user(s) at the listed IP address to inform them of the situation</td>
</tr>
<tr>
<td><strong>SAE MOBILUS Subscription Reactivation</strong></td>
<td>One or more IPs exceeded the second download threshold</td>
<td>The affected IP is temporarily suspended. Access will be reinstated in 24 hours</td>
<td>Customer to contact the user(s) at the IP address to inform them of the situation and discuss their document needs</td>
</tr>
<tr>
<td><strong>SAE MOBILUS Account Deactivation</strong></td>
<td>Three or more IPs exceeded the second download threshold within a 24-hour period</td>
<td>The customer account is suspended until an explanation is provided by the customer</td>
<td>Provide a full explanation via email to SAE on the cause of the issue</td>
</tr>
</tbody>
</table>
SAE MOBILUS Subscription Reactivation

The affected IP or IPs are now able to download full-text documents

SAE MOBILUS Account Reactivation

Suspended account has been reactivated

SAE MOBILUS Subscription Reactivation

The suspended IP or IPs are reactivated

Suspended account has been reactivated

The deactivated account IP or IPs are reactivated

None Required

None Required

SAE MOBILUS Subscription Alert:

An alert email is a friendly warning to inform you that there may be an issue. The email is triggered when one or more IPs exceeded the first document download threshold. You are not required to contact the SAE MOBILUS support team, but we encourage you to investigate the issue before it escalates to a more serious problem.

SAE MOBILUS Subscription Suspension:

When a subscription is suspended, full text access to all documents from a specific IP address has been temporarily suspended. During this time, users accessing SAE MOBILUS from that specific IP will still be able to do so, but they WILL NOT be able to download any documents. Users accessing SAE MOBILUS via other IP addresses will not experience any interruption of service.

SAE MOBILUS Subscription Reactivation:

When a subscription is reactivated, full text access to all documents via a specific IPs or IP ranges will be restored. At that time, users accessing the SAE MOBILUS platform will once again have full-text access and will be able to download documents. Typically, this will occur 24 hours after the subscription was suspended.

SAE MOBILUS Account Deactivation:

When an account is deactivated, full text access to all documents in the subscription has been temporarily suspended across all IPs and IP ranges. During this time, users accessing the SAE MOBILUS platform will still be able to do so, but they WILL NOT be able to download any documents.

SAE MOBILUS Library Account Reactivation:

When an account is reactivated, full text access to all documents in the subscription will be restored across all IPs and IP ranges. At this time, users accessing the SAE MOBILUS platform will once again have full-text access and will be able to download documents.

7.3 Authentication Methods

SAE MOBILUS offers three different types of authentication, namely; IP, username and password, and Shibboleth single sign-on; giving our customers a variety of options to manage access to their subscription content. These authentication tools can be combined to suit the needs of our customers.
IP Authentication

IP authentication is used to identify users requesting access to the SAE MOBILUS® platform via a pre-defined range of outward-facing IP addresses. An IP address represents the location of an organization’s computers on the Internet. This technology enables SAE to automatically recognize users belonging to an organization or institution, allowing them instant access to their subscription without the need of a username and password. The result is a streamlined authentication process that saves time (bypassing the conventional login request), by taking a user directly to any specific page in the library. It also reduces the burden on the information manager or librarian by not having to manage multiple users’ credentials. An additional advantage of this technology is that SAE is able to monitor your organization’s usage for potential unauthorized access. To enable IP authentication contact SAE with a list of IP addresses and/or ranges that will be used to access your subscription(s). If you are unsure about your IP information, contact your IT team—they will be able to provide you with the correct information.

Username and Password Authentication

Username and password authentication is a familiar authentication method used to identify users requesting access to the SAE MOBILUS via a pre-defined range of IP addresses. Users accessing SAE MOBILUS® do not have to be within any specific IP range or domain to access their subscription. We currently do not support an automated username and password recovery service; contact SAE to recover or reset a username or password combination. Please note that these credentials are applied across the entire subscription and not to individual users within a subscription. Changing these credentials can only be done by an SAE Administrator.

Shibboleth Authentication

Shibboleth is a ‘single sign-on’, or logging-in system for computer networks and the Internet. Primarily (but not exclusively) used by Universities, it allows students to use their University identity (the one they use to access their University Intranet) to access multiple resources that are outside the University network, while preserving their privacy. Adding to this convenience, licensed users can utilize Shibboleth off-site (remotely) to access their SAE MOBILUS® subscription. To know if your institution allows Shibboleth access, check with your Information Manager or Librarian. To date, SAE is a registered Service Provider member with several federations, and will join other country and regional federations as demand arises. To request that SAE becomes a member of a federation covering your region, please contact your SAE representative. To enable Shibboleth authentication for your organization, complete the registration form accessed from the links shown below.

7.4 Terminology

You may find the following definitions of terms frequently used in our communications helpful.

- **Account**: Each SAE MOBILUS® has a customer account name and number. When SAE sends an alert message, we identify the account name on the first line of the email. Each account may have one or more subscriptions associated with it. Each subscription has a unique identifying number which will be displayed on all alert emails.
• **Subscription**: Each customer account has one or more subscriptions associated with it. Each subscription has a unique identifying number which will be displayed on all alert emails. Each subscription has a start and end date and defines the product and content available to the customer.

• **IP Address**: IP address is short for Internet Protocol (IP) address. An IP address is an identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. For customers requiring access that is not via username and password login, we assign one or more IP addresses or ranges (supplied by the customer) to their subscription. Access to the SAE MOBILUS® platform is controlled through these IP addresses.

• **Document download**: The transfer of a document from the SAE MOBILUS database to a customer user’s computer. The document is typically in the PDF format.

• **Full-text**: We define full-text as the availability of documents that can be downloaded from our database.

### 7.5 Feedback

SAE wants to hear from you regarding SAE MOBILUS®. Please contact saemobilus@sae.org.