

GALE IMPLEMENTATION FAQs

Use this document to find answers to some of the most common questions related to implementation of your new California State Library Gale STEAM resources. You can also access

<https://support.gale.com/cak12> for additional information.

IF YOU HAVEN'T JOINED

Q: How do I register for the K12 Online Content program?

A: To provide access to all the resources offered by the State Library's program, complete [the program registration form](#).

- If you want to know if a district has filled out the form, check the [online list of districts that need to complete the form](#).

TECHNICAL QUESTIONS

Q: How do I acquire my access URLs for the new California State Library Gale databases?

A: If you haven't received an access information email, please follow the steps below:

- Go to <https://support.gale.com/cak12>
- Sign in by finding your location name in the drop-down
- The URLs (with Geo Links) to all three databases will be displayed

Gale, here for **everyone.**

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Q: What are Geo Links?

A: Geo Links take a user's location to forward them to the correct URL. (E.g.: If you are in California, you won't be prompted for a password/barcode)

<https://support.gale.com/cak12> for additional information.

TECHNICAL QUESTIONS CONTINUED

Q: What happens if a student/patron goes across state lines and still needs access? Is there a second way to authenticate?

A: Yes, Gale has three following options for remote authentication:

- Gale can set up Barcode Authentication, where end users can use their library cards to access the STEAM databases.
- Gale can also set up a Referring URL on the account.

Q: Can libraries set the links up to use their library cards to authenticate?

A: Yes, library patrons can use their library card numbers.

- Gale will need the library's prefix and the number of digits in their patrons' library card numbers.

Q: Can libraries set up the links using single-sign on?

A: We have a document that describes our single sign-on methods here: <https://support.gale.com/doc/sso>.

- Some SSO options include Google/Microsoft accounts, Clever, and ClassLink. We can also integrate with your LMS.

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- For additional information and support with integration you can meet with your dedicated Customer Success Manager. If you don't know who that individual is, please send an email to gale.customersuccess@cengage.com and you will be directed to them.

<https://support.gale.com/cak12> for additional information.

TECHNICAL QUESTIONS CONTINUED

Q: How do I register for monthly usage reports?

A: In order to sign up for monthly usage reports, a user will need to email Gale Technical Support (Gale.TechnicalSupport@cengage.com) with the following information (feel free to copy & paste the format below into your email):

- I would like to register for a Gale Admin username and to sign up for automated monthly usage reports.
- Location Name:
- Location ID:
- Name:
- Email Address:

Q: Once I have my Gale Admin username, can I access my usage statistics on my own?

A: Yes! We recommend that you use our Usage Dashboard

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(<https://www.galesupport.com/usagedashboard/index.php>) to access your usage statistics.

- Gale Usage Dashboard Guide:
https://assets.cengage.com/gale/docs/training/GaleUsageDashboard_Guide.pdf
- Gale Usage Dashboard Webinar:
<https://support.gale.com/doc/usage-dashboard>

<https://support.gale.com/cak12> for additional information.

TRAINING AND SUPPORT QUESTIONS

Q: Where can I find training for my new Gale resources?

A: All upcoming and recorded sessions can be found on Gale's support site: <https://support.gale.com/cak12/training>.

Q: What if I can't attend a live training session?

A: All sessions are recorded, posted to the support site (<https://support.gale.com/cak12/training>), and sent to registrants who did not attend live. Feel free to register for any session, even if you can't attend, you'll receive a copy of the recording.

Q: What additional training materials do you offer?

A: You can find recorded webinars, short tutorials, and scavenger hunts on our support site: <https://support.gale.com/cak12/training>. We also offer national webinars that are free for all to attend. You can

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find those here: <https://support.gale.com/training/webinars/>. In addition, you can find additional support here:

<https://support.gale.com/training/browse/>.

Q: Do you offer additional support?

A: Yes! You have a dedicated Customer Success Manager who can help you through discussions about usage, best practices with your resources and more. If you don't know your Customer Success Manager, send an email to: gale.customersuccess@cengage.com.