Safari Corporate Account Manager Instructions
For Using Back Office 3
February 2006
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Introduction

Safari now provides the opportunity for Account Administrator’s (AM) to manage their corporate account more efficiently in Safari’s updated program: Back Office 3 (BO). With your AM status, you can now add and delete users, removed unwanted books from a user’s account and run reports.

When your corporate account is set up, the designated AM is sent their BO access information in an email titled “Safari Account Manager Confirmation”. (If an AM was not specified when they order was placed, please contact your Safari salesperson to make this arrangement). This email contains basic login information and instructions and you may want to keep it for future reference.

There are a few types of subscription models: Whole library model (users may access the full test of all books in the subscribed library) and the Bookshelf model (users may access the full text of books on their bookshelves only). Just recently introduced is the option to provide chapter download capabilities to either subscription type. If you’d like to know more about this option, please contact your Safari salesperson directly.

This document is intended to cover corporate account administration at a more detailed level.

1. How to access the Safari Backoffice

To access the Safari Back Office (BO), you will have to go to the following URL: https://safaribo.bvdep.com/bo3 and enter the User Name and Password provided in the email “Safari Account Manager Confirmation”. Hit login.
This is a secure login to the Safari BO. Please make sure that your browser is set to accept session cookies. Once you’re successfully logged on, a screen, similar to the one below, will display your main account and the sub-accounts associated with it:

From here, you can click on the Main Account name link (i.e. “Timo’s Dressage Barn (Test)”) or click on a sub-account link (“Arlis Fendi”, “Stephen Prada” or “Marie Gucci”).

Please note: If you are a designated corporate account manager and a Safari user, you will need to have two different login ID’s. The login ID that is used for account administration should not be used to log on to the regular Safari library. Normally, your corporate email address will be the login ID used to access the Safari library. This account information is provided to you in a separate email.

Also, your Back Office login ID will allow you to see only your corporate Safari account. Please be careful not to share this login information with others.
2. How Safari corporate accounts are structured

Safari corporate accounts are normally structured in three tiers: the Master account, the Sub-account and the User Record. The User Record associated with the Master account is the Account Manager for the account. All other users are set up as sub-account users. First, let’s review the Master account:

When you see this symbol in BO, left click on your mouse. A pop-up screen will appear and you can read a detailed definition of the term and other terms used on the page.

A word about Security Levels:

“Rights” are assigned to every participant and can be seen on the User Record. The Safari Corporate Support Team assigns the rights at the time your account is set up. This field can only be changed by Safari.

- **Account Manager “Rights”** – For participants, “Account Manager” security level means that they can add or remove titles from their bookshelves.
- **When a new participant’s account is set up**, the “Rights” field defaults to “Account Manager”.
2a. The Master Account. This is the account that contains all your basic corporate subscriber information, including the subscription level, tokens and contact information (as AM, you will find your name on this page).

The links at the top of the Master Account screen will let you access different data from the account. Here is the listing of the links and what each will let you access:

<table>
<thead>
<tr>
<th>Accounts &gt; Account Configuration &gt; Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timo’s Dressage Barn (Test)</td>
</tr>
<tr>
<td>- Account Configuration</td>
</tr>
<tr>
<td>- Account Users (1)</td>
</tr>
<tr>
<td>- Sub-Accounts (3)</td>
</tr>
<tr>
<td>- Interface/Co-Branding</td>
</tr>
<tr>
<td>- MARC</td>
</tr>
<tr>
<td>- Email Settings</td>
</tr>
<tr>
<td>- Sent Messages</td>
</tr>
<tr>
<td>- History</td>
</tr>
<tr>
<td>- Downloads</td>
</tr>
<tr>
<td>- Transactions</td>
</tr>
</tbody>
</table>

The definitions of each link are:

- **Account Configuration** – clicking on this link will return you to the main page in the Master Account (if you are in a sub-account, this link will return you to the participant’s Main Account page).

- **Account Users (#)** – a listing of the user records under a specific account. Within the Master Account record, these are the users designated as AM’s with access to BackOffice.

- **Sub-Accounts (#)** – a listing of all the sub-accounts under a Master account who have access to the Safari library.

- **Interface/Co-Branding** – Select or de-select if you want to have you and your participants receive Safari email messages.

- **MARC** – A MARC record is an electronic card catalog entry for a Safari book.

- **Email Settings** – (same as Interface/Co-Branding)

- **Sent Messages** – provides a record of Safari emails sent to the main account contact email. All sub-accounts have this link, too.

- **History** – a listing of all changes that have been done to an account, what date changes were done and who did the change. Main accounts and participants accounts each have their own history file.
- **Downloads** – a listing of all downloads requested from the master account (provided you have downloads enabled account only.)

- **Transactions** – a listing of all charges if a credit card has been used to pay for the Master Account.

**Account Configuration**

<table>
<thead>
<tr>
<th>ID</th>
<th>444690</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Account Name</td>
<td>Timo's Dressage Barn (Test)</td>
</tr>
<tr>
<td>External Account Name</td>
<td>The Dressage Barn</td>
</tr>
<tr>
<td>Status</td>
<td>Valid</td>
</tr>
<tr>
<td>Account Type</td>
<td>Corporate (B2B)</td>
</tr>
<tr>
<td>Reseller</td>
<td>O'Reilly</td>
</tr>
<tr>
<td>Comment</td>
<td>This is a test account</td>
</tr>
<tr>
<td>Portal</td>
<td>Safari Tech Books Online</td>
</tr>
<tr>
<td>Enable Downloads / Safari Max</td>
<td>Yes</td>
</tr>
<tr>
<td>Download Tokens Per Month</td>
<td>5</td>
</tr>
<tr>
<td>Tokens Lifespan</td>
<td>90</td>
</tr>
<tr>
<td>Activation Date YYYY/MM/DD</td>
<td>2005/08/31</td>
</tr>
<tr>
<td>Expiration Date YYYY/MM/DD</td>
<td></td>
</tr>
<tr>
<td>Can Have Sub-Accounts</td>
<td>Yes</td>
</tr>
<tr>
<td>Concurrent Sessions per User</td>
<td>1</td>
</tr>
<tr>
<td>Concurrent Sessions (Global)</td>
<td>1</td>
</tr>
<tr>
<td>Maximum Number of Valid Users</td>
<td>2</td>
</tr>
<tr>
<td>Create Interim Sub-Accounts</td>
<td>No</td>
</tr>
<tr>
<td>Provision with Library (Do not use the default one)</td>
<td>Yes</td>
</tr>
</tbody>
</table>

The information provided under **Account Configuration** cannot be altered by Account Managers. If there are any changes to be made, please speak to your sales representative or call Safari Customer Service.
The lower half of the screen, **Contact Information**, can be altered by Account Managers. All required fields must be filled in. All changes made to this section are recorded in **History**. When a change has been made, click on **Save** in the lower left.
2b. The Sub-account. Each participant will have their own individual sub-account under the Master Account. This sub-account will have their basic personal information and subscription level. You can list the sub-accounts under your Master account by clicking on the “Sub-Accounts (#)” link on the Master account screen (shown below).

Timo’s Dressage Barn (Test)

- Account Configuration
- Account Users (1)
- Sub-Accounts (3)
- Interface/Co-Branding
- MARC
- Email Settings
- Sent Messages
- History
- Downloads
- Transactions

The screen will refresh and you will see an interim page which lists all your sub-accounts:

<table>
<thead>
<tr>
<th>Selection</th>
<th>ID</th>
<th>Account Name</th>
<th>Sub-Accounts</th>
<th>Users</th>
<th>Status</th>
<th>Account Type</th>
<th>Reseller</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>469563</td>
<td>Fendi</td>
<td>This is a sub-account of Timo’s Dressage Barn (Test)</td>
<td>1</td>
<td>Valid</td>
<td>Corporate (B2B)</td>
<td>O’Reilly</td>
<td></td>
</tr>
<tr>
<td></td>
<td>469566</td>
<td>Erada</td>
<td>This is a sub-account of Timo’s Dressage Barn (Test)</td>
<td>1</td>
<td>Valid</td>
<td>Corporate (B2B)</td>
<td>O’Reilly</td>
<td></td>
</tr>
<tr>
<td></td>
<td>469567</td>
<td>Gucci</td>
<td>This is a sub-account of Timo’s Dressage Barn (Test)</td>
<td>1</td>
<td>Valid</td>
<td>Corporate (B2B)</td>
<td>O’Reilly</td>
<td></td>
</tr>
</tbody>
</table>

To access a specific sub-account, click on the “Account Name” link.

This will bring you to the participant’s sub-account page. Here are the links on each sub-account page:

Fendi

- Account Configuration
- Account Users (1)
- Parent Account: Timo’s Dressage Barn (Test)
- Interface/Co-Branding
- MARC
- Email Settings
- Sent Messages
- History
- Downloads
- Transactions
The definition of the links in the participants’ sub-account page are:

- **Account Configuration** - clicking on this link within a Sub-Account will return you to the participant’s main sub-account page.

- **Account Users (#)** – click on this link brings you to an interim page. Click on the link under the User Name to get to the participant’s User record. Here’s where you can make changes to their password and email address.

- **Parent Account (Name of Company)** – indicates which parent account is associated with the sub-accounts.

- **Interface/Co-Branding** – As Account Manager, you can select or de-select sending emails to a specific participant.

- **MARC** - A MARC record is an electronic card catalog entry for a Safari book.

- **Email Settings** – As Account Manager, you can select or de-select sending emails to a specific participant.

- **Sent Messages** – Shows Safari generated emails sent to a specific participant.

- **History** – shows a listing of all changes (activity) associated with a specific sub-account, the date change was made and who did the change.

- **Downloads** – shows a listing of all downloads requested by a participant.

- **Transactions** – a listing of all charges if a credit card has been used to pay for the Master Account.

Each sub-account has two sections as seen on the next page: **Account Configuration** and **Contact Information**.

All *required* fields must be filled in. (Note: these fields will be filled in initially by the Safari Corporate team when your account is set up.) These are fields that AM’s can change and update.

All criteria where there is *not* an information box next to it cannot be changed (i.e. portal; activation date).
AM's cannot make changes in these fields.

AM's can make updates in these yellow fields and drop down fields, too (including the “Status” field)
2c. **The User Record.** Each sub-account will have a user record under it. This holds the user’s login ID, their password, and their access rights to the Safari library. To access a sub-account’s user record, you will have to open the sub-account and click on the “Account Users” link at the top of that screen.

The screen will refresh. Scroll down a bit and you will see an interim page which allows you to click on the User’s record or return to the Sub-Account record. If you want to go to the User record, click on the link under User Name.

The screen will refresh and you will see a new set of links at the top of the page:

- **History**– shows a listing of all changes (activity) associated with the user account, the date changes were made and who made the change.

- **Account: (Name)** – Click once to return to the participant’s sub-account page.

- **Creator: (Name)** – for Safari reference only.
Below is the only record associated with the User records. The required fields will initially be filled in by the Safari Corporate Team. This form is where, for instance, you, the Account Manager would update the email address of a participant. (Note: the email address and login must be the same).

---

**To return to the master account from a User page:**

Click on the link “Account: (Name):”

On the next page, click on the link “Account Users (#)”

On the next page, click on link under “Sub-Accounts” (name of your company)
2d. **The User Record for the Master Account** (which would be the user record with the corporate account manager login ID)

**Note:** this login is used to enter into and manage your account in Back office. This login id and password have been provided to you initially under separate cover.

Once you log in and arrive at the Master Account page, you can go to the User Record for the Master account by clicking on Account Users at the top of the page.

### Timo's Dressage Barn (Test)

- Account Configuration
- Account Users (1)
- Sub-Accounts (3)
- Interface/Cc-Branding
- MARC
- Email Settings
- Sent Messages
- History
- Downloads
- Transactions

The page will refresh and you will see the graph below. Click on the link under User Name.

You should now see the Account Manager (AM) User page. If you need to change AM's, here’s where you would change the email, login and first and last name. (Note: the same email should be entered in the email address and login areas). See the example on the next page.
Timo's Dressage Barn (Test)

User: Zeeee Saddles

- History
- Account: Timo's Dressage Barn (Test)
- Creator: Elizabeth Enright

ID: 501746
Account ID: 444630 * required
Email Address: timotes2@oreilly.com * required
timotes2@oreilly.com * required
Password: Change
First Name: Zeeee * required
Last Name: Saddles * required
Rights
Activation Date YYYY/MM/DD: 2005/10/15
Telephone

HTTP Referring URL
Force Users to URL
Session Timeout: 20
Self Registration Fields
Self Registration Fields Description
Number of Warnings: 0
Number of Errors: 0
IP User: No
XML RPC Created: No
Last BO Access Date: 2005/10/15 19:52:49
Last Site Access Date
Last Site Access IP
StudentId

Save
3. Editing your Safari Account

As a Corporate Account manager, you will be able to update and edit the information on your company’s Master Account, the Sub-accounts under it, and their respective User Records. However, not all fields will be open to you. Here is the breakdown of what types of fields are available to you:

- (A) Fields shown without any fill-in box options are not open to you to make changes.
- (B) Fields shown with fill-in box options and a “required” are open to you and are required to be filled in. A “required” field must be filled out for your changes to be accepted.
- (C) Fields shown with fill-in box options, including drop down menus, are open to you are not required.

Here is the full listing of all fields in the Master Account, Sub-account and User screens:

Fields that you cannot edit:

- ID
- Internal Account Name (Master account page)
- External Account Name
- Status
- Account Type
- Reseller
- Comment
- Portal
- Rights (User record)
- Enable Downloads/Safari Max
- Download Tokens Per Month
- Tokens Lifespan
- Activation Date YYYY/MM/DD
- Expiration Date YYYY/MM/DD
- Can Have Sub-accounts
- Concurrent Sessions per User
- Concurrent Sessions (Global)
- Maximum Number of Valid Users
- Create Interim Sub-accounts
- Provision with Library (do not use the default one)
- HTTP Referring URL
- Force Users to URL
Session Timeout
Self Registration Fields
Self Registration Fields Description
Number of Warnings
Number of Errors
IP User
XML RPC Created
Last BO Access Date
Last Site Access Date
Last Site Access IP

Fields that you can edit (required, not required and drop down fields):

- Administrator First Name (required)
- Administrator Last Name (required)
- Internal Account Name (required) (Sub-account record)
- Account ID (required) (User record)
- Email Address (User record)
- Login (User record)
- Password
- First Name (User record)
- Last Name (User record)
- Status
- Address 1
- Address 2
- City
- State/ Province
- Country
- Postal Code
- Administrator Email (required)
- Administrator Telephone (required)
- Administrator Fax
- Main Account Telephone
4. How to Add, Change or Cancel a Participant

Some General Rules of Thumb:
To add a new participant to your Account, you must first make sure that you have:

- A prepaid seat available for the participant. At your master account page, in the Account Configuration section, “Max sessions” indicates the number of valid seats available to you. If the number of current valid sub-accounts is equal to max users then you either need to add seats or cancel a current sub-account. If you need to add seats, contact your Sales Representative.
- A unique email address. If the participant has had a Safari account previously, Customer Service must clear it from our system before the account can be created.
- Canceled a current sub-account to free up a seat for a new participant.

If you re-assign an existing Sub Account to a new participant:

- You will not have the option to send the new participant the “Welcome to Safari” email at this time. Also, the new participant will inherit all the activity from the previous account holder. That means that the new user will have the previous user’s Bookshelf, Notes, Bookmarks, along with the previous participant’s Safari usage statistics and warnings.
- If you have any problems re-assigning an account, please contact Customer Service. In this type of case, we can make adjustments to the Bookshelf only.

a. To add a new participant to your account:
At the Master Account page, click on the Sub-accounts (#) link. The screen will refresh; click on the yellow “Create a Sub-Account” button. At the next page, enter the participant’s information in the *required fields.

If you want to add another new participant, click on the button “Next Step”
If you only need to add one participant, click on “Done”

A “Welcome Email” will be generated automatically and sent to the email address(es) you entered.

“Rights” are automatically set to Account Manager. In the Safari world, participants are Assigned Account Manager rights so they can add or remove titles from their bookshelves.

You will be returned to the new User’s page.
Click on Account Name (Name)
Click on Account Users; click on company name under Sub-accounts
You should now be at the Master Account page.

Double check your work by going to Sub-accounts

Note: The number seen in parenthesis after Sub-accounts (i.e. Sub-account (4)) is cumulative and counts both valid and cancelled participants.

b. To update and edit existing information in a Master, Sub-account or User record:
- Erase existing information in field. Then, type in the value for that field and click on “Save” at the bottom of the screen. There will be a “Database updated” message at the top of the screen to let you know that your account has been successfully updated.

- Remember that you will have to click on “Change” to unlock and reset a participant’s Password field.
c. **Canceling a participant’s account**  
At the Master Account page, click on the Sub-accounts (#) link.  
Click on the appropriate link under Account Name.  
The screen will refresh and you will be at the participant’s Account Page.  
Scroll down and at the Status box, select “Cancel” from the drop down menu.  
Make a note of the date and cancel reason in the Comments box.  
Change the expiration date to the correct date of cancel.  
Scroll down to the bottom of the screen and click on Save.  
Next, scroll to the top of the participant’s Account record and click on Account Users (#)  
At the interim page, click on link under User Name  
You will be at the User Record. At the Email Address line, add a “#” at the end of the email address. This will ensure that the participant no longer has access to the Safari library and that they will not receive any Safari email.

d. **Reassigning a subaccount to a different participant**  
*See note under “General Rules” at the beginning of this section.*  
While it is possible to re-assign an account to a new participant, Safari Customer Service recommends that the Account Manager cancel the “old” account and create an account for the new participant.
5. **Error Message Explanations**

“Invalid or empty data field [field name], please correct.”

- Enter in the valid information in the required field(s).

If you try to add a user and receive this error message:

“Error updating database! Cannot insert duplicate key row in object 'Users' with unique index 'Email'.”

- This error message means that this user’s email address has already been used for a Safari account. Since a user’s login is normally their work email address and, therefore, must be a unique value, you will not be able to add that person to your corporate account. If you get that error message, contact Customer Service via phone or email and we will be able to make that change for you.

If you try to add a user and receive this error message:

“Cannot create more than [number] sub-account(s) for this account.”

Or,

“No more valid users can be added to the account.”

- This error message means that your Master Account has reached the maximum number of users allowed per the contract between your company and Safari Books Online LLC. To increase that number, please contact your Safari sales person or cancel a participant per the instructions in the previous section.
6. Description of Navigation Links in Banner

Accounts:
- Account Overview - search options; handy for large scale accounts; click on it and it returns you to your Main Account page listing of all user and Sub-accounts.
- Advanced Search - detailed search options; handy for large scale accounts.

Users:
- Advanced Search - detailed search options; allows you to insert specific search criteria which will bring you directly to the User record.

Reports:
- My Reports - this option is not available to Account Managers at this time.
- Report Runner - allows you to run specific usage reports; see next section for more details.

Help:
- Provides you with Page Summary; Glossary of Terms Used on a specific page and Procedure.

Example:
- Click on Users in the banner; then Advanced Search.
- At the next page, click on Help in the banner.

The information gives you information about the terms used on the page you were just at.
7. Managing Tokens and Downloads

Safari now offers chapter downloading capabilities to Corporate Accounts. Chapter downloads, which are available for most books within Safari, let participants download a given chapter in PDF format. They can take the information offline to view while traveling, commuting or working offsite.

The number of tokens that will be allotted to each sub account can be found on your Master Account page and on the participants Sub-Account main page. This information cannot be changed by Account Managers.

How do chapter downloads work?

- Every month, your participants will receive the number download tokens as defined in your contract. Tokens will roll over for up to 90 days after being issued.
- Redeem these tokens to download up to 5 chapters of the full-text content you select.
- Downloads are instantaneous and are presented in professionally formatted PDFs for easy reading and printing.
- Participants can view your available tokens and downloaded chapters on your My Safari page.
- To download a chapter, the participant’s needs to click the PDF icon next to any chapter and follow the simple prompts.

If you would like to know more about this option, please contact your sales representative.
8. Safari Usage Reports

To access the Safari Usage Reports, simply click on the “Reports” link in the banner at the top of the screen.

Two links appear: “My Reports” and “Report Runner”. The “My Report” link offers a history of the reports you’ve run. Clicking on “Report Runner” leads you to specific report options:

As Account Managers, you will find the most appropriate reports in Contents and Usage Reports. Not all reports in other report categories are available to all users and, even if a report is available, only information relative to you and your account will be presented in reports.

The links show you the various report categories. Each has a description so you can more easily find the kind of report you’d like to run.

The Safari usage reports track the activity of every Sub Account under a Master Account. All reports, by default, will show you the activity for the current month.

To make things efficient and easy for you, you can click on “Run” to the right of the template title link for an instant report. Or, you can make some minor edits to the report. (Safari offers step-by-step instructions to run a few of the most common requested reports below.)
Our new report system allows you to define your report criteria in specific sections. Here are a few report sections and their definitions:

- **Aggregates**: Aggregates allow you to perform arithmetic on the columns of the tables used to construct your reports.
- **Basic Report Information**: Use this section to edit basic information about the report you want to run. If you want to change the output format, for example, click on the Edit link and select a new output format.
- **Users**: Use this section to exclude certain users from your reports; change the fields in your report or change the aggregates or order of the information in your report.
- **View’s Event**: In this section, you can make your report date specific.

We encourage you to practice using different criteria in running these various reports. There are a myriad of criteria and templates for you to choose from.

Here are the three reports and a few suggestions at how to change the criteria to get the report you really want:

1. **Report: User Activity by Book**
   a) Click on Reports/Report Runner/Usage Reports
      At the right to the template link “User Activity by Book”, click on “Run”

   b) Click on Reports/Report Runner/Usage Reports
      Click on the link under Template Title: “User Activity by Book”
      At the next page, click on “Edit” next to “Basic Report Information” to change the title to the report. Hit Save at the bottom of the page.
      At the next page, click on “Edit” next to “View” to change the date range.
      Then, click on Save
      At the next page, click on Run

2. **Report: User Activity Summary**
   a) Click on Reports/Report Runner/Usage Reports
      At the right to the template link ”User Activity Summary”, click on “Run”

   b) Click on Reports/Report Runner/Usage Reports
      Click on the link under the Template Title: “User Activity Summary”
      At the next page, click on “Edit” next to “Basic Report Information” to change the title to the report. Hit Save at the bottom of the page.
      At the next page, click on “Edit” next to “Account” and change the Account Status to “Valid”. Hit Save at the bottom of the page.
      At the next page, click on “Edit” next to “Sessions” and enter in the specific date range in the “Filters” section. Hit Save at the bottom of the page.
      At the next page, click on Run.
3. **Report: # of Sections Read**
   
a) Click on Reports/Report Runner/Content Reports
   
   At the right to the template link “# of Sections Read”, click on “Run”
   
   b) Click on Reports/Report Runner/Content Reports
   
   Click on the link under the Template Title: “# of Sections Read”
   
   At the next page, click on “Edit” next to “Basic Report Information” to change the title to the report. Hit Save at the bottom of the page.
   
   At the next page, click on “Edit” next to “Views” and change the date in the Section “Filters”. Hit Save at the bottom of the page
   
   At the next page, click on Run Now
   
   After you hit “Run Now”, the screen will change and you’ll see this box alerting you that the system has received your report request as well as the screen below:

   ![Report has been queued](https://secure.safaribooksonline.com)

   **Reports**

<table>
<thead>
<tr>
<th>ID</th>
<th>Template Title</th>
<th>Description</th>
<th>Report Run</th>
<th>Format</th>
<th>Owner</th>
<th>Status</th>
<th>Size</th>
<th>View/Download</th>
</tr>
</thead>
<tbody>
<tr>
<td>870259</td>
<td>Top Titles Based on Hits</td>
<td>Shows the number of hits registered for each title...</td>
<td>2006/01/03 15:38:23</td>
<td>XLS</td>
<td>Zeeze Saddles</td>
<td>Queued</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   Hit the Refresh key periodically. When your report is ready, the grid will update to show changes under Status, Size and View Download columns.

   ![Reports Grid](https://secure.safaribooksonline.com)

   Click on “View/Download”, follow the steps to print off your new report. Your report may also be sent to your email address, too. Reports will remain under “My Reports” indefinitely.
9. How to contact Safari Customer Service

If you encounter a situation or an issue that you, as the Corporate Account Manager cannot resolve, please contact us immediately. There are three ways that you can do this:

Send an email to provisioning@safaribooksonline.com. This is our main Corporate Account customer service and technical support email. You will receive an automated email response with a tracker number. This is a “high priority” address that has been specifically created to resolve corporate account issues and questions. You will receive a response via email or telephone from a Customer Service representative within one business day.

Send an email to customer-service@safaribooksonline.com. This is our main customer service and technical support email. You will receive an automated response with a tracker number. Because of the volume of emails we receive on a daily basis, you should only use this address if the issue can be responded to within one business day.

Call us at:

Corporate Support Team (Provisioning): 1-800-775-4121
This is the direct line to our Corporate Account Team. It is staffed from 6:00 AM to 5:00 PM, Monday thru Friday, Pacific Time. If your call is routed into voicemail, please leave a detailed message and we will contact you via email or telephone within one business day.

General Customer Service: 1-800-775-7330
This is our main customer service and technical support telephone line. It is staffed from 6:00 AM to 5:00 PM, Monday thru Friday, Pacific Time. If your call is routed into voicemail, please leave a detailed message and we will contact you via email or telephone within one business day.