



Opening a secure encrypted document (SED)

Cranfield University Library Service

What is a secure encrypted document?

A SED is an encrypted PDF which is sent to you by email. The British Library uses this method to supply journal articles, papers and reports that you have requested through our interlibrary loan service.

What do I need to do to open a SED?

The British Library uses an 'On Demand' service to ensure the SEDs it delivers are secure, and that their use is controlled as permitted.

There are two important things you need to know:

- 1. You will need to register for a British Library 'On Demand' account before you first download a document.**

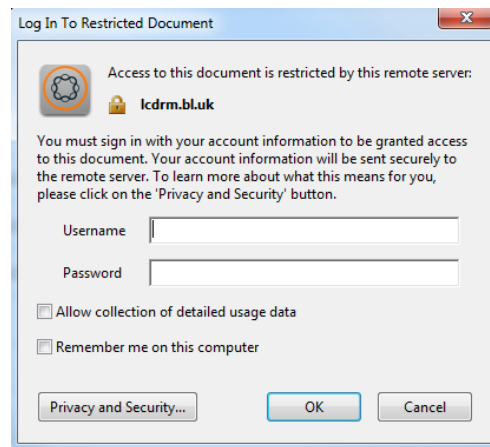
Go to <http://www.bl.uk/help/how-to-register-for-on-demand> and click on "Register for On Demand". We recommend you create a username rather than use your email address, because using the @ symbol tends to create system errors.

- 2. You must ensure the device you are using to download your document has Adobe Reader 10 (or above) installed on it.**

If your web browser has a built-in PDF reader you will need to temporarily disable it to allow your document to open into Adobe Reader.

How do I open a document?

When you receive your email from the British Library, it will contain a link to "Click to download your document". You will then see a login prompt like this:



Note: Some mobile devices may require you to go to the 'Downloads' notification to access this prompt.

Enter the username and password you set for your 'On Demand' account to access the document.

Keep your username and password safe – you will need them to log in each time you access the document, unless you tick the 'Remember me on this computer' box. **(For security, please do not tick this box if you are using a shared computer.)** You will also need to use them to access any other SEDs that are sent to you from the 'On Demand' service in the future.

How long can I access the document?

You will be able to open the SED via the link in the email for 30 days after the date of supply. You can access it unlimited times during this period from multiple devices. After that time the link will automatically expire and you will lose access to the document, unless you have saved it to a machine or device.

The document is not automatically saved so you must save it at the browser's *Save/Open?* prompt. You can only download and save the document once. You will then have access to the saved file for three years from the date of supply. After this time it will also expire and you will be locked out of the article permanently.

Frequently asked questions

What is DRMLite?

It is the digital rights management software used by the British Library to supply secure encrypted PDF items to satisfy interlibrary loan requests.

How many times can I print the item?

You may print only one copy. You must not make further copies either in print or electronically, or convert the file into any other format. You may not cut and paste or otherwise alter the text.

Can I forward the document to someone else?

As soon as a SED is opened, it is locked to the account of the On Demand user who accessed it, and it can only be viewed by them. However, it is possible to forward the email you receive from the British Library to another email address and, as long as you have not clicked on the link, someone else with an On Demand account can open it. The document will then be locked to their account instead of yours.

I can't get Adobe Reader. What other options are there?

Unfortunately, DRM Lite works only with Adobe Reader 10 or above, and documents will not open with any other PDF viewer.

What do I do if I have forgotten my On Demand username or password, or if my password changes?

If you have forgotten your username or password, use the link from the [On Demand](#) home page to send you a reminder. If your password changes, you may continue to access previously saved documents using your new password. However, you may need to clear the old account information if it has been stored by Adobe Reader.

Why won't my document download or open? Why am I seeing blank pages?

- **Are you online?** You need Internet access to open the document.
- **Are you using Adobe Reader?** If your browser's default PDF viewer is not Adobe Reader, it will need to be disabled before your SEDs can be read. Both Chrome and Safari have in-built document viewers that will need to be disabled.
- **Are you using a compatible version of Adobe Reader?** Adobe Reader 10 or above is required to view a SED on any device, including mobile devices.
- **Has a previous user locked you out by clicking 'Remember me on this computer'?** If so, go to 'Edit' > 'Preferences' > 'Security' and click and confirm the 'Clear remembered account information' button, then retry the download link.

- **Has the download link expired?** It remains live for 30 days from the date of the original email. If the download link has expired, the item will have to be requested again via interlibrary loan. *Be aware that this will use up a further request from your allocation.*
- **Does your username contain the '@' symbol?** This often results in the error message "There was a problem accessing your document, please try again later". Please contact [British Library Customer Services](#) for advice.

Can I add my downloaded PDFs to Mendeley?

Due to the requirement to enter a username and password to view the document, Mendeley is not able to automatically read the PDF to add the reference to your account. You can create an entry for the item manually in Mendeley if you wish.

Do I need to associate myself with the Cranfield On Demand account?

Your registration confirmation email may suggest that you can link yourself with an existing Business Account. Please ignore it! You can continue to request interlibrary loans through Library Search and access them with your own On Demand username and password.

Contacting us

For more information, visit the British Library On Demand site at <https://ondemand.bl.uk/> or contact us if you need any help using the service:

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