

User Guide – Viewer-Level Users

This page is a resource for viewer-level users who have a subscription to BSI Knowledge. If you are unable to find the information you require, you can find the contact information for the Customer Experience team at the bottom of this page.



Getting started – account access

The first thing you'll need to access BSI Knowledge is the login email to set your username and password.

Your login email should have been sent to you when your account administrator invited you to join your company's subscription.

If you haven't received your login details, follow this [link](#) to resend the login email and set your password.

If you are unable to access or resend the login email, you should contact your account administrator. You can find out who your administrator is by contacting the BSI Customer Experience team.

Complete account set up

1. Click the link from your sign up email or password reset email.

The screenshot shows a web form titled "Complete your account". It contains the following elements:

- Two input fields for "First name" and "Last name".
- A "Password" input field with a "Show" toggle icon to the right.
- A note below the password field: "Use 10 or more characters".
- A large black button at the bottom labeled "Complete Account".

2. Set a username.
3. Set a password.

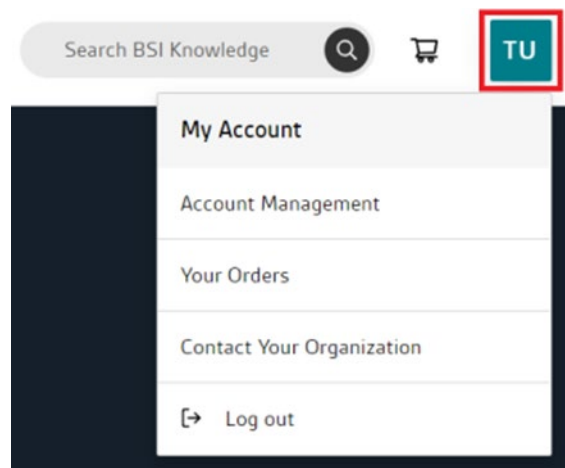
Please note, your username cannot be changed after it is set.

If you previously had a BSOL (British Standards Online) subscription, you can use the same email address and password to log in to BSI Knowledge.

You will be prompted at the complete account set up stage if this is the case.

Main account menu

Once logged in, you can access information relating to your account by clicking on the square box with your initials towards the top-right side of the screen.

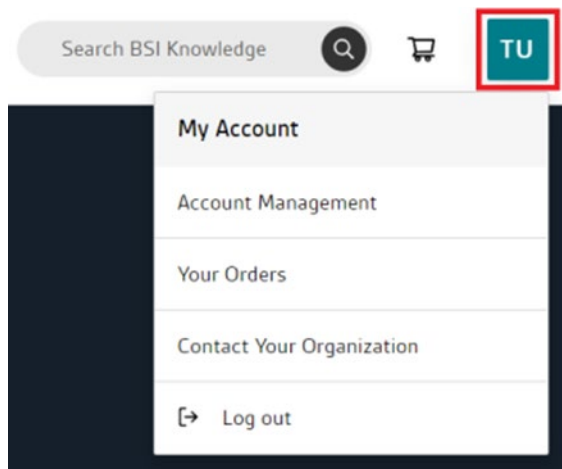


Here you can (click links to access directly):

- [Set your account details](#)
 - [Change your password](#)
 - [View your organization's subscription information](#)
 - [Contact your organization's administrator\(s\) directly via a short free text entry form](#)
 - [See any orders of purchased standards](#) (unlikely to apply to most subscriber accounts)
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Getting started – account information

Once you have logged in, you can access your account information by clicking the box with your username initials towards the top-right side of the screen.



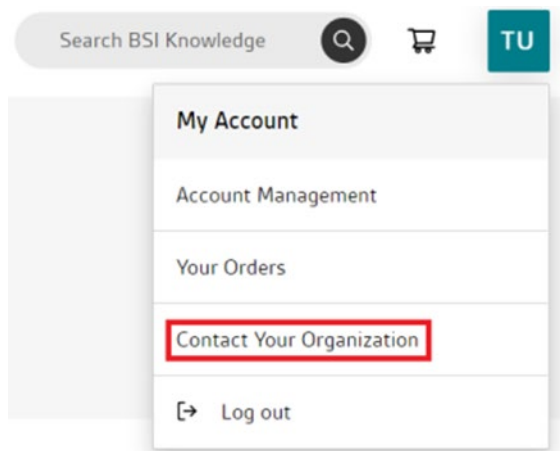
Here you will see account details, order history – if you have made personal purchases of single copies of standards by credit card or through your membership account – and subscription information.

In the account details section, you can change your password, which can also be changed by following this [link](#).

You cannot change your name or the email associated with your user profile, to change these settings you will need to contact your account administrator.

To do this:

1. Click on your initials towards the top-right of the screen to access the main account settings menu.
2. Click on Contact Your Organization.



3. Complete the free text form.

Finally, subscription information shows which modules or custom collection your organization's has available.

Getting started – adding standards to your collection

The type of subscription your organization has to BSI Knowledge will affect whether you can add standards to your collection.

Module subscription

If your organization subscribes to modules, you will have access to all standards documents in that module.

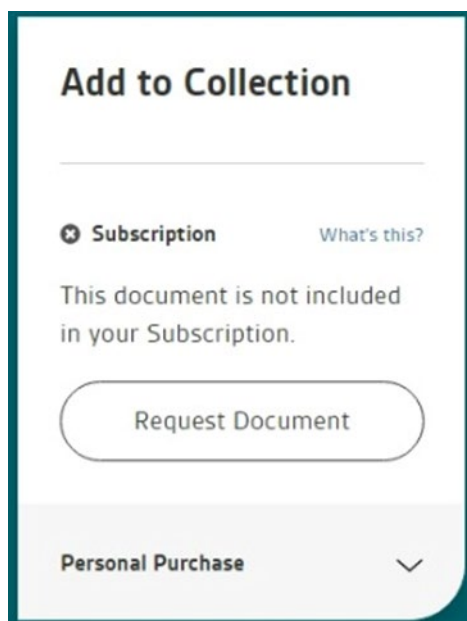
Custom Collection subscription

If your organization subscribes to a Custom Collection or a combination of modules and custom collections, you will be able to add standards from the BSI standards library to your collection.

Any user with viewer-level access can request standard documents be added to their organization's collection if they are logged in to BSI Knowledge.

To do this:

1. Navigate to the standards product page and click Request Document.



2. This will notify your organization's account administrator.
3. They can decide whether to add the standard to the collection.
4. If the standard is added it will become available to view and download (depending on the DRM licence) through the My Collection section of the website.

Other ways of adding standards

As with custom collections on British Standards Online (BSOL), standards can only be added up to the limit of the collection e.g. a maximum of 50 in a CC50.

Custom Collections are available in limits of 10, 25, 50, 100, 200 and 400 standards per collection.

You are able to increase the Custom Collection standards limit by contacting your BSI account manager. Please [contact your organization's account administrator](#) if you can't directly contact your BSI account manager.

If you need to change the standards in your collection, they can be removed and replaced once within a subscription cycle. To do this your organization's account administrator will need to contact BSI's customer experience team on cservices@bsigroup.com.

Getting started – viewing and accessing standards

All standards in your company's subscription can be viewed and downloaded from the My Collection section of the website.

On desktop, My Collection is located in the top navigation. On tablet and mobile screens, tap the menu icon towards the top-left of the screen.

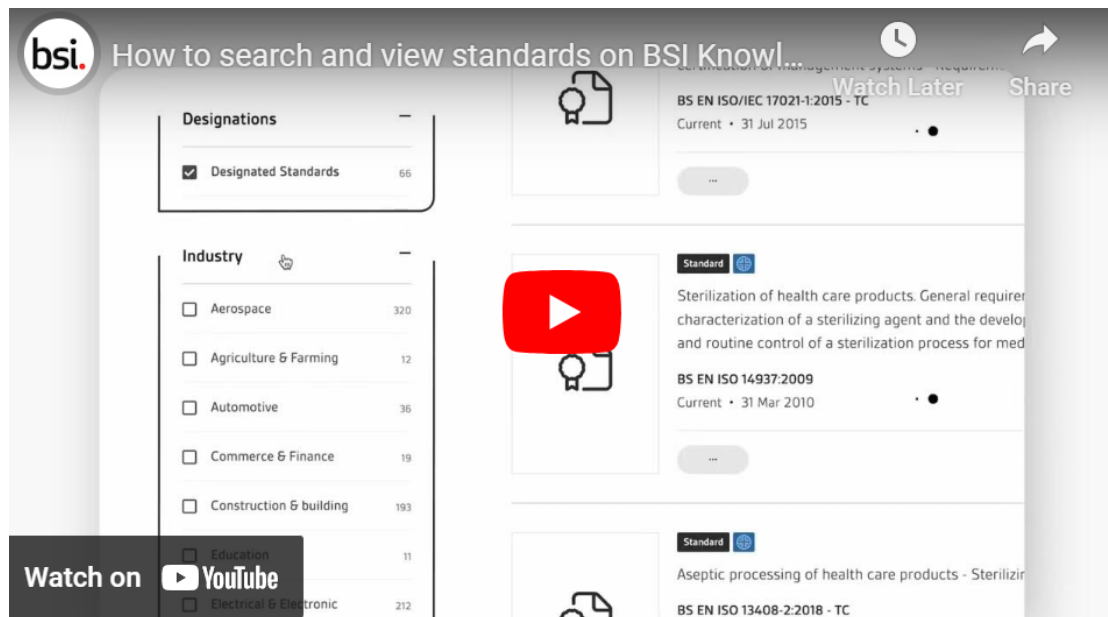
My Collection contains all standards and other documents that your subscription has access to, whether your company subscribes to BSI's modules, or has a custom collection. For more information on modules and custom collections please click [here](#) to visit our FAQs page.

The quickest way of finding the standard you want to view or download is to search by keyword, standard number and ICS Code.

Once you have found the standard or document, simply click on the link to the product page. From there click view online for a view-only version of the document, or download to view and access the document in a PDF viewer.

Please note BSI operates digital rights management (DRM) for downloading standards documents, please see the DRM section on this page for more information.

Watch the [video](#) to see how to search and view standards in My Collection.



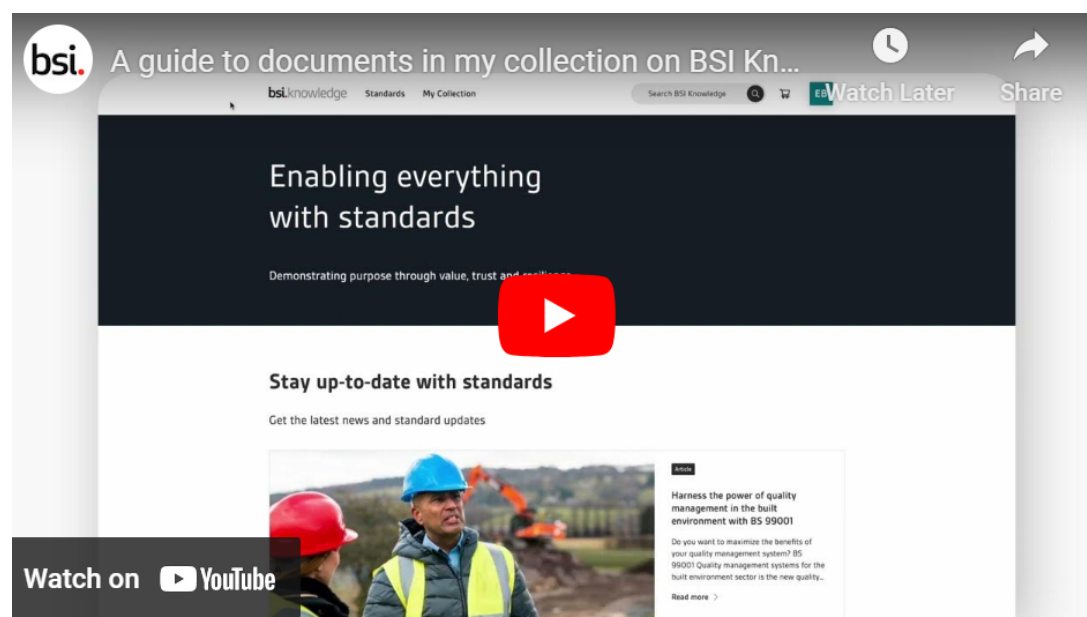
Getting started – understanding standards document pages

Standards document pages contain a comprehensive overview of information about a specific standard.

The pages can be searched and viewed from both the main BSI Knowledge library and from within My Collection.

They are a valuable resource when researching standards to understand what is contained within the document and to search for references to other standards documents.

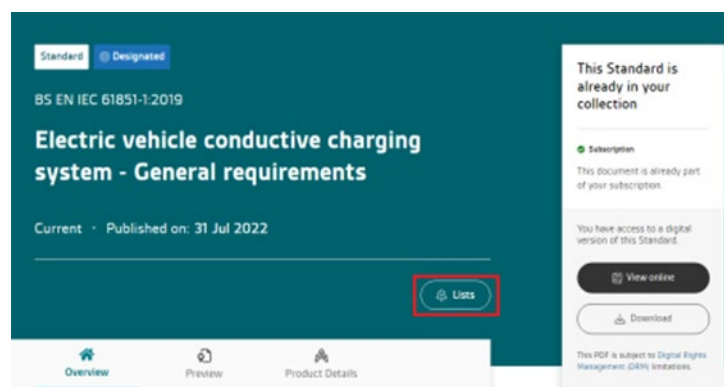
Watch the [video](#) to find out more about standards documents pages on BSI Knowledge.



Getting started – email notifications and lists

You can follow the standards you are most interested in, or are most important to you with email alerts and lists.

The quickest way to set up an email alert is to navigate to the standard document page and click the bell icon, (which also says lists on desktop).



This will prompt you to either add the standard to an existing email list or set up a new list.

Email lists notify you when changes are made to a standards document, such as when a standard is being reviewed or withdrawn and when new standards documents are added to the list.

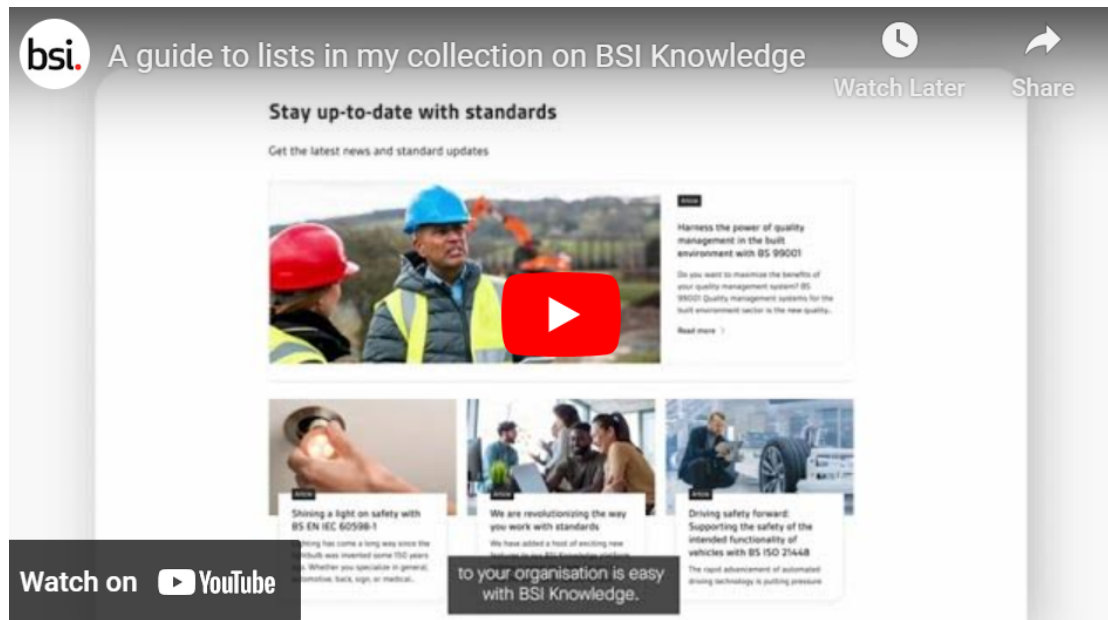
Administrators will receive notifications when changes are made to any standard in their organization's subscription, regardless of whether they are added to a list.

When setting up an email list you can name it and add a description, for example, you might want to group standards by topic.

Email lists can also be set up in the My Lists section within My Collection. If you are logged in to your account you can click [here](#) to visit the My Lists page.

Notifications, whether they are sent and how frequently, can only be changed by the user who sets up the list. Other list members cannot change the notification settings.

Watch the [video](#) for more on email lists and notifications.



DRM – Digital Rights Management

What is DRM (Digital Rights Management)

BSI is fully committed to improving the digital security of our standards, protecting our clients from potentially fraudulent activity and Standards Development partners from copyright and intellectual property breaches.

BSI uses FileOpen's document rights management solutions, which are trusted by publishers, corporations, universities, and governments worldwide to protect their digital assets from copying, piracy, and unauthorized sharing.

Why do I need DRM and FileOpen?

If you want to download electronic BSI documents purchased from BSI Knowledge, or accessed through a subscription, you will need to install the FileOpen plug-in. This offers the most user-friendly way of accessing standards documents and complies with our terms and conditions.

Where electronic BSI documents are purchased from BSI Knowledge, or accessed through a subscription, you can view (but not download) these documents using any PDF viewer.

You will need an internet connection to open downloaded documents for the first time. Once your documents have been authenticated, you will be able to access the documents offline.

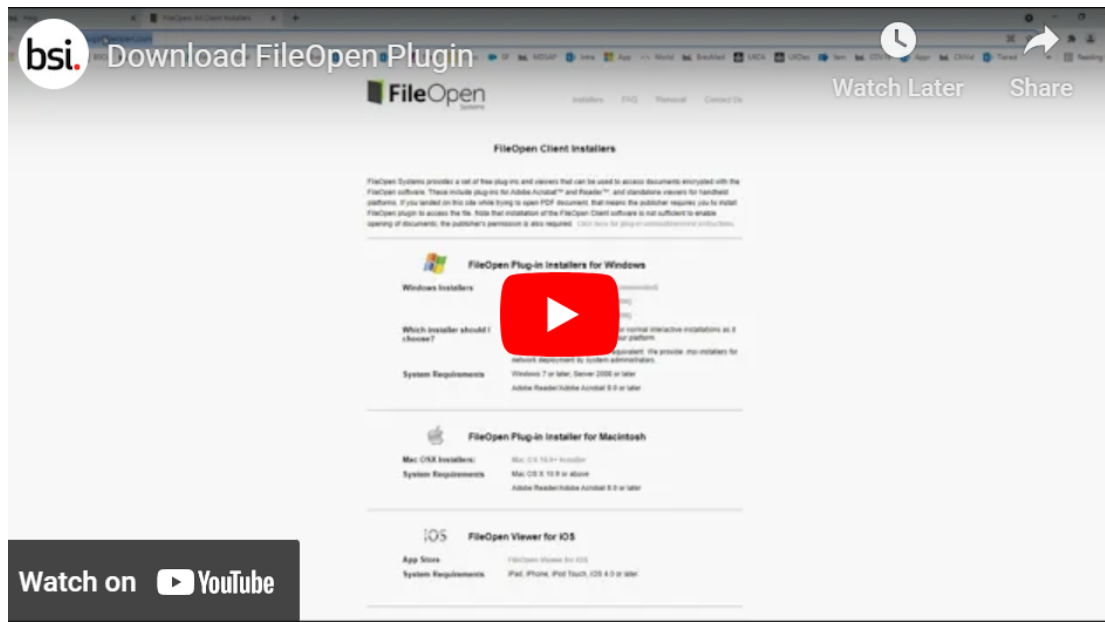
Personal purchases of electronic BSI documents are linked to the user and can be opened on up to three devices.

If you are downloading documents from a subscription, you may download them on many devices but save on only one device at any one time.

How to download and install the plugin

To download the plug-in, please click [here](#). In some cases, you may need to contact your IT department to install the plugin.

View our [video](#) explaining how to install the FileOpen plugin.



FileOpen is supported by the following PDF readers:

- Adobe Acrobat(version 9.0 or above)
- Adobe Reader(version 9.0 or above)

Please note: PDFs will not open in-browser. Some browsers will open PDFs in-browser as the default behaviour. This will cause an error, as the document is not being opened in your chosen PDF viewer. To avoid this error, please right click and select open with Adobe to open it.

Operating system requirements:

- Windows 7 or later
- Mac OS X 10.9 or above
- Linux Kernel 1.4 or later
- iPad, iPhone, iPod Touch, iOS 4.0 or later
- Android 2.2 +

Viewing your standards online:

With our PDF Viewer, you can view the contents of your purchased standards on your browser. This removes the requirement for you to download our digital rights management FileOpen plugin to view the contents of your standard documents.

It is important to note that our File.Open tool is still required if you would like to download or print your standard document. However, our PDF Viewer makes it simpler for you to access the best practice guidance more quickly, and at your convenience.
