



IHS Standards Expert FAQs

New IHS Standards Expert FAQs based on Customer First surveys

- How can I find out what is part of my subscription? How do I know what I have access to?
 - There are two easy ways to see what is included in your subscription: 1) On the **Search** tab, check the **My Subscription** filter and then click the **Search** button. This displays all of the documents that are included in your subscription package. 2) On the Home page (Search tab), click the link in the middle of the page that says **Review your Subscription Details**. This opens a list of the collections on the **My Account** tab that have been selected for your use.
- Why are some standards not included in my subscription and must be purchased separately?
 - IHS Standards Expert offers access to many different collections of standards. Your company has subscribed to a subset of these collections for your use based on company needs and budget. You will have direct access to any standards that are included in the subscribed collections. Standards outside the subscribed collections may be available for individual purchase.
- I want to see all the historical documents in the search results with the active documents. How can I do this?
 - IHS sets the default search to only include the most recent revision of each document. To see all of the documents, including historical versions, you can simply de-select the **Most Recent Revision** filter on the search form. To change this setting permanently, go to the **My Account** tab, choose **User Preferences** on left side, de-select the preference for **Most Recent Revision** and save your preferences.
- I only want to see the active documents in the search results. How can I do this?
 - IHS sets the default search to only include the most recent revision of each document, which in some cases may be a cancelled or withdrawn document. To see only the active versions, you can simply change the search filter from **Most Recent Revision** to **Active Status** on the search form. To change this setting permanently, go to the **My Account** tab, choose **User Preferences** on left side, select the **Active Status** search preference and save your changes.
- I only want to see the documents that I have access to in the search results. How can I do this?
 - IHS sets the default search to include the most recent revision of all documents, including those documents that are not in your subscription. To only see the documents you have direct access to, you can simply change the search filter from **Most Recent Revision** to **My Subscription** on the search form. To change this setting permanently, go to the **My Account** tab, choose **User Preferences** on left side, select the **My**

Subscription search preference and save your changes.

- How can I get e-mail alerts when documents update?
 - IHS Standards Expert offers an Alert tool that will allow you to get e-mail and online notifications when documents update or change status. There are two ways to request an update: 1) Add the document to your Favorites list. Search for the document for which you want Alerts. In the **Tools** column of the search results, or on the right side above the PDF, click the **Favorites (Add)** link. The document will be added to your Favorites list and you will receive an Alert when it changes. 2) Add the document to a Watch List. Watch Lists are similar to Favorites, but Watch Lists allow you to create and custom name multiple lists. As above, search for the document you wish to track. In the **Tools** column of the search results, or on the right side above the PDF, click the **Watch List (Add)** link. You can choose an existing list or follow the instructions to create a new list. You will receive Alerts for changes to documents on your Watch Lists.
- How often does IHS Standards Expert update?
 - IHS Standards Expert is updated approximately every 15 minutes for optimal currency. As IHS acquisitions and processes new and updated standards, this new information is posted to the service almost immediately. IHS has set the goal that 99% of the standards we receive will be available in the product within 24 hours of receipt.
- How can I see how many pages a document has before I open it?
 - From the results page, you can see the number of pages by holding your cursor still over the document number. A tool tip will appear showing the number of pages. The page count is also displayed on the Document Details page. To get there, click on the **Details** link from any document on the Results List or click on the **Document Details** tab when viewing a document.
- How can I search within the text of a document?
 - IHS Standards Expert provides the unique capability to search within the full text of all the documents in the service. To do a full text search, type your search criteria into the **Keyword(s) or Text:** search field, select the **All Document Text** checkbox below the field, and click the **Search** button. Your search will be performed across the full text index of the entire service. You can use quotation marks (" ") to define exact strings and Boolean operators like *"and"*, *"or"* and *"not"* to create complex text queries.

If you are already in a PDF, you can search the PDF using the Adobe Acrobat Search tool. Click the **binoculars** icon on the Adobe toolbar and enter your search.
- Many of the older documents are scans. What if I need to search in one of these?
 - IHS has used OCR (Optical Character Recognition) technology to enhance the older scanned documents in our system. The OCR process allows even the scanned documents to be full-text searched.

- How can I make the PDF bigger?
 - You can devote more screen space to the PDF in two ways: 1) You can click the **Full Screen View** link to the left above the PDF. This will collapse the lateral tools and the top menu within IHS Standards Expert giving the PDF almost the full browser window. 2) You can hit your F11 key. This will put your browser into Full Screen Mode and will eliminate the browser's toolbars and navigation providing more vertical space. You can then simply hit the F11 key again when you wish to restore these tools.
- How can I better navigate large PDF files?
 - Many of the larger PDF files provided by IHS Standards Expert include **Bookmarks**. These **Bookmarks** are a live Table of Contents that allows the user to link to different parts of the document quickly and easily. To view the bookmarks, click on the **Bookmarks** tab to the immediate left of the PDF pages and below the Adobe Reader toolbar.
- Can you make it easier to navigate the ASME BPVC (Boiler and Pressure Vessel Code)?
 - The ASME BPVC is a large and complex series of documents. While you can use the IHS Standards Expert search tools to find the parts of the BPVC, the easiest way to navigate the code is to click on the **Table of Contents** tab. The Table of Contents navigation allows you to browse through the different revisions of the BPVC by drilling down through the sections. To expand a section click on the file folder icon to the left of the description. To collapse a section, do the same. When you get to the part you wish to view, click the link and go directly to the PDF.
- How can I search on FSC Code?
 - There is a search tool available to see all of the standards assigned to a particular Federal Supply Class (FSC) Code. On any search page, look under the **Advanced Filters** section, click the **More** link. This will expand the section and show all of the available filters. Select the **FSC Code** link. A filter box will appear with the FSC Codes that you can select. Select the code(s) that you want to search and click the **Submit** button. This Advanced Filter can be combined with any search or other filters.
- I don't want to have to page through results. How can I increase the number of results on a page?
 - IHS sets the default number of search results to 20 per page. To increase or decrease this number, select the **Results Per Page** dropdown box right above the search results. Select the number of results per page you prefer. This will immediately adjust your existing results and will be used for any new searches until you log out. If you wish to change this setting permanently, you can do so by clicking the **My Account** tab, selecting **User Preferences** on the left, setting your desired Results Per Page and saving your settings.

- I don't want to have to reset my results per page every time I login. Can I permanently increase the number of results?
 - You can permanently change this setting in your User Preferences. Click the **My Account** tab, select **User Preferences** on the left, set your desired Results Per Page and save you settings.
- Can I customize the product with my own preferences?
 - IHS Standards Expert provides you with several preferences that can be set to configure the service to how you work. You can permanently set your preferences for default search filters, results per page, results language preferences, date format and other settings. From the Home Page, click the **Set your Search & Display Preferences** in the middle of the page. Or click the **My Account** tab and select **User Preferences** on the left.
- Where can I get a short introduction to the product?
 - IHS has prepared several tools to help you get started using IHS Standards Expert. To access these, click on the **Training & Support** tab. For an introduction, we recommend the **Quickstart – The Basics** Tip Sheet located on the left under **Tips** or **Basic Search** Flash Demo under **Training/Demos** on the right.
- Where can I find a tutorial on how to use the product?
 - IHS has prepared several tools to help you learn to use IHS Standards Expert. To access these, click on the **Training & Support** tab. Written tutorials can be found in the form of our Tip Sheets under **Tips** on the left side. These Tip Sheets cover various subjects relating to using the service. Online video tutorials are available on the right side under **Training/Demos**. We offer Flash video demos of how to use the service. Additionally, you can sign up for live online training sessions that are held bi-weekly.
- Is there any product documentation translated into my language?
 - IHS has provided translated versions of some of the Tip Sheets. These can be found by clicking the **Training & Support** tab and looking under **Tips** on the left side. These are tied to the version of the service that you are using. If you are using the French interface, you will open the French Tip Sheet.
- Does IHS offer live training where I can ask questions?
 - IHS is pleased to offer live online training every two weeks at various times to meet your schedule. To review the available dates and times, click on the **Training & Support** tab and click on **IHS Standards Expert Training** under **Training/Demos** on the right side. Please register in advance and you will receive instructions on how to connect to the training. Each live training is facilitated by an experienced IHS service representative who will be happy to answer your questions. Additionally, you may contact our live support representatives with questions at any time by calling the support numbers provided at the upper right under the **Contact Us** link.

- In my company, we access IHS from a page on our intranet. I have to navigate many pages in order to get to this page. Can I access IHS directly or can you make it easier to get to IHS?
 - Many companies centralize the access to IHS by setting up a company login page. These pages enhance the security of the system and prevents the company from needing to broadly distribute the login credentials. The best way to streamline this access is the save the company login page to your browser Favorites so that you can go there directly rather than navigate to it each time you need to access IHS.

Note: *Additional FAQs and other product resources can be reviewed by selecting the **Training & Support** tab from within IHS Standards Expert.*