



## **PROQUEST PLATINUM® Frequently Asked Questions**

Updated November 2003

### **When should I use capitalization?**

Capitalization is not necessary when conducting searches with ProQuest Platinum. Java, java and JAVA are all treated as the same term. You may also type operators, such as AND, in lower case.

### **Can I use quotation marks to search for a phrase?**

- ? Yes, place quotation marks around a phrase to search for the words as an exact phrase, then treat the phrase as a single term in your search.
- ? 2 word queries (such as circus elephant) are searched as an exact phrase by default.
- ? 3 word queries (such as new york orchestra) are searched as words that need to appear in proximity to each other by default.

### **My search results are all newspaper articles.**

#### **How can I see more journal articles?**

ProQuest returns results in reverse chronological order (most recent articles first). When newspapers are included in your subscription they tend to be the most recent articles, since most are updated daily. To limit or eliminate newspaper articles in your results, under More Search Options use the Publication Type drop-down to specify Periodicals, eliminating newspapers from your search.

### **How can I limit my search to a specific publication?**

In many cases, it is simplest to use the Advanced Search area of ProQuest. Click this tab, then type the publication title into the first text box. Select Publication Title in the drop-down menu. Use other text boxes and menus to complete your search. If you find that your search is still returning results from unwanted publications you may need to limit your search in another way. (For example, a search of the word time in the publication title field will find the magazine *Time* as well as articles from *The New York Times*.)

### **What symbol is used for truncating words?**

Use the question mark ? truncation character to search for words containing a common word root, with any number or combination of characters following the root. For example, operat? will find articles containing operations, operational, and operator.

To replace a single letter within a word or to the right of a root word, use the asterisk \* wildcard character. Use one \* for each letter. For example, wom\*n will find articles containing: woman, women, and womyn and educat\*\* will find articles containing educated and educator.

You can use the truncation and wildcard characters within a word or to the right of a word root, as shown in the examples above. You cannot use these characters at the left side of a word root. For example, \*tion will find occurrences of the meaningless partial word, tion, occurrences that almost always result from typographical mistakes or errors in the scanning process. \*tion will not find words such as: locomotion, prediction, or sensation.

### **When I search the Subject field for the name of a country or person, I get zero results. How can that be?**

The Subject field does not include geographical, personal, company, organization, or product names. Each of these names has their own field. In the Advanced search area, each of the fields is included in a drop-down menu to make searching easy (company and organization names are both included in the Company field.) The Subject field is populated by terms from our controlled vocabulary.

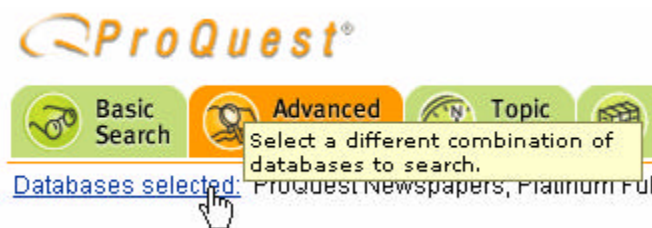
### **Is the ProQuest Subject List the same as the Library of Congress Subject Headings?**

ProQuest editors use a customized thesaurus in the Subject List to index articles available in ProQuest. In many cases, terms are the same as the Library of Congress Subject Headings, but this is not always the case.

### **How can I find articles in today's newspaper?**

Newspaper feeds are added to ProQuest early in the morning and in the evening. The information from those feeds is indexed in the evening. To find articles from a newspaper that has been added, but not yet indexed, use the Publication Search tab to find the newspaper and click on the publication date. You can choose to list articles alphabetically by title (including initial articles such as "A" or "The"), or in the page order in which they were published. Until the newspaper feed is indexed, searching by title, author, etc. will not find the article.

### **How can I get a list of the publications included in a database?**



Click the Databases selected link then click View titles next to each database.



**My Results List indicates that more than 50 articles match my search. Can I get to more than the first 50?**

Yes, when you page through your results using the Next and the Previous buttons, additional articles beyond the first 50 are displayed.

**If I choose to print an article, how can I tell how many pages will print?**

Because most articles have been reformatted, the original pagination is not always a reliable guide as to how many pages will be required to print an article. Length is also dependent on your browser's font and font size settings. The best guide to article length is to use the Print Preview function in the File menu.

**Do Your Recent Searches and the Marked List ever expire?**

Yes, both the Marked List and Your Recent Searches are automatically cleared when your ProQuest session is terminated. You can end a session by exiting ProQuest, or ProQuest will time out after a period of inactivity.

**Can other users see my Marked List or list of Recent Searches?**

No, the only way another ProQuest user can see your Marked List is if you leave the computer unattended without exiting ProQuest. To ensure privacy, click Clear List when you are finished using the Marked List. The Your Recent Searches list is cleared when your ProQuest session is terminated.

**Is information available about how to cite articles obtained from ProQuest?**

Our new auto citation style option lets you mark articles online, then print a bibliography in your choice of citation styles. Select your preferred citation style from seven formats, including MLA, APA, and Turabian, then print—PQNext automatically formats the citations for you.

**What is the copyright status of articles I find on ProQuest?**

All articles that you view on screen, in print, or through email from ProQuest are copyright cleared. Publisher permission is required only if you wish to make photocopies of an article (excepting usual allowances for educational use). Permission is also required if you want to use an article on a website or for any use that would not be permitted for an original print version of the article.

**I have an existing ProQuest account, and my sales representative gave me a trial account to review a different database. How do I get to the login screen to enter the trial account information?**

You will need to clear the cookie file from your browser. The cookies.txt file contains the login information from your ProQuest subscription. You can clear the cookie by going to:

<http://www.proquest.com/cookiecutter>

Then connect to ProQuest and enter your trial account information. To access your regular ProQuest subscription again, you will need to repeat the steps above and use your original account information.

**While searching in ProQuest, I see one of the following messages:**

**"The server doesn't know how to handle this request."**

**"Your browser has sent a message the server cannot understand."**

**Why?**

These are common messages when unsupported/outdated Web browsers are used to view ProQuest. ProQuest is best viewed with Microsoft Internet Explorer 4.0+.

**When I try to login to ProQuest, I immediately see this message: "Your session has been timed out." Why?**

Please ensure that your Web browser is configured to accept all cookies. Additionally, security software such as Fortress, Fool Proof, and others can disable cookies, even though the browser is set to accept all cookies. Additionally, ensure that the system date is correct.

**Why am I unable to login to ProQuest from the library's homepage?**

If you see a login screen and IPAUTO is in the account name field and the password field is blank, you will only be able to access ProQuest from the library itself since they are using IP authentication. If a proxy server is being used, your browser may need to be reconfigured in order to access ProQuest. The Library System Administrator should be able to make the necessary changes. Cookies may not be enabled, or the date on your workstation may be incorrect. Please check to ensure that the browser is configured to accept cookies and that the system date is accurate.

**My ProQuest session is timing out even though I'm actively searching. I am also getting search results and articles that have nothing to do with the search I performed. Why?**

This is generally caused when a proxy or cache server is set to cache pages. Please check to see if your system is configured to cache pages. If it is you will need to set your proxy or cache server to not cache any pages from the following: proquest.com, il.proquest.com, umi.com, bellhowell.infolearning.com.