

# Accessing Your British Library Document

## Quick Start

### One-off registration process:

- Click the link in the email you receive from British Library
- Click Register for On Demand
- Complete the form and accept the terms and conditions.
  
- Check your email for a message from [Registrationnoreply@bl.ac.uk](mailto:Registrationnoreply@bl.ac.uk)
- Click the link to activate your account
- Complete the form with your contact details.
  
- You will be taken to the BL On Demand website **Please note that you cannot access your document from here. Your first access will always be through the link on an email from the British Library**
- Check your email for confirmation of your registration
- It will take around **15 minutes** from receipt of the email before your document is ready to open.

### Already registered?

- Go back to your original email
- Enter your username or email address
- Click the download box
- Enter your username and password

### Troubleshooting

- Have you registered?
- Is your username longer than 30 characters?
- Have you waited 15 minutes?
- Forgotten your log in?  
<https://register.bl.uk/RegOnline.aspx?serviceId=3https://register.bl.uk/>
- Do you have Adobe Reader Installed?
- Seeing a blank page? The document is opening in your browser, not Adobe Reader.
- Using Windows 7 or below? Please update to Windows 10. (NTU staff, please contact IS.)

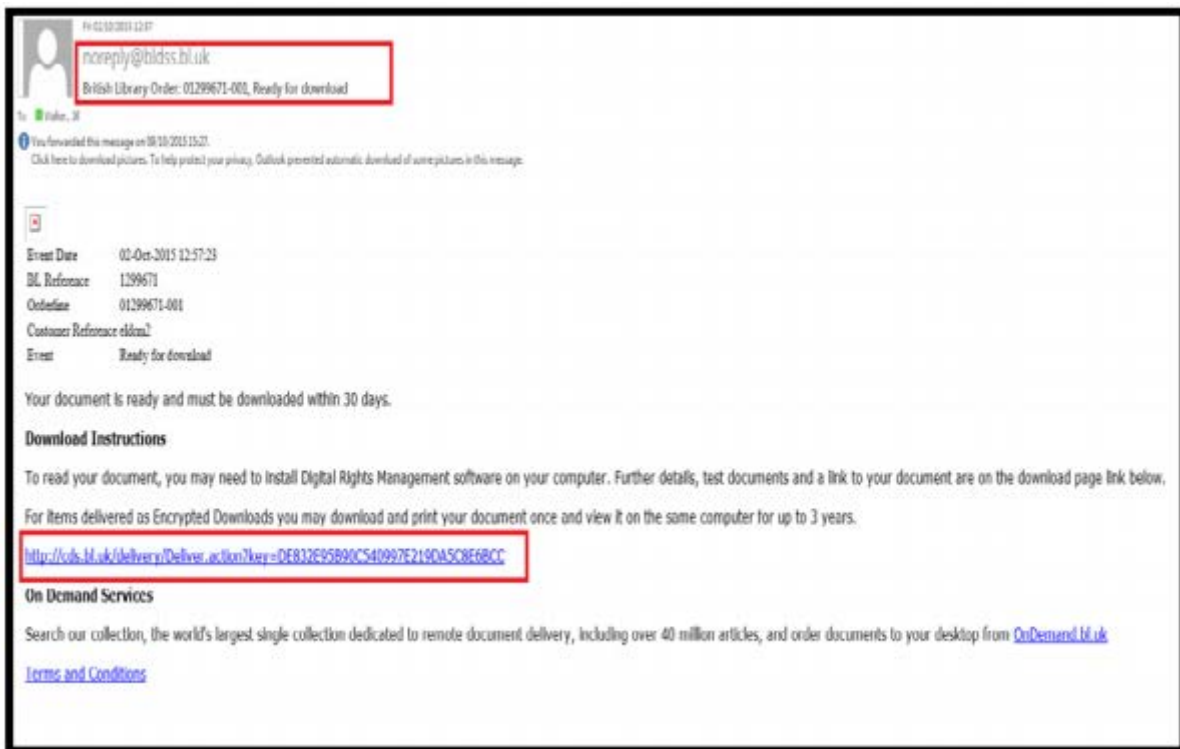
Please follow these steps, and let us know if you have any problems at [lib.ills.boots@ntu.ac.uk](mailto:lib.ills.boots@ntu.ac.uk) If you are able to attach screenshots, they are very helpful in identifying issues.

## Step-by-Step

### How to register for British Library On Demand Documents

*\*NB Following this process will not give instant access to your document. You will need to wait for 10-15 for your registration to activate. For this reason, we would advise you to register ahead of receiving your first document.*

When the British Library supplies your electronic document, they will send you an email which contains a link:



Click on the link in the email. If this is the first time accessing a British Library On Demand Lifecycle document you will need to complete the registration process:

## Registration Process

The screenshot shows the 'On Demand LiveCycle Digital Rights Management' page. It features a header with the British Library logo and a large download arrow. The main content area is titled 'Encrypted Document Download Delivery' and contains instructions about encryption technology and browser compatibility. A 'Register for On Demand' link is highlighted with a blue box. Below this is a form for 'On Demand username/email address' and a 'Click to download your document' button. A 'PLEASE NOTE' section mentions Adobe Reader and provides a link for forgotten credentials. At the bottom, there are links to 'Get ADOBE READER' and a 'TEST' document icon.

**On Demand LiveCycle Digital Rights Management**

Encrypted Document Download Delivery

On Demand encryption technology is not certified for use on Apple mobile devices using Google Chrome. We recommend that you use the default browser (Safari) to download your document. Other browsers may work.

If your browser has a built in PDF viewer, e.g. Google Chrome, you will need to disable it before you can read documents. If you are using Google Chrome as your browser, to do this, type `chrome://plugins` in the address bar, then scroll down to Chrome PDF viewer and click on disable. Alternatively you could use a different browser such as IE or Firefox.

To download your document, please enter your On Demand username or email address and click the download button below. Please ensure that you have registered for On Demand if you have not done so already.

You can register by clicking the link below

[Register for On Demand](#)

On Demand username/email address:

[Click to download your document](#)

**PLEASE NOTE:** In Adobe Reader you will be asked to enter your username and password.  
[Forgotten username or password?](#)

To view British Library LiveCycle DRM documents, you need to install Adobe Reader X or later.

To view and download test documents, please click the test document image below.

[Get ADOBE READER](#)

[TEST](#)

Click on the Register for On Demand link.

The screenshot shows the 'MY ACCOUNT' page. It has a header with the British Library logo and the title 'MY ACCOUNT'. Below the header, there is a breadcrumb trail 'bl.uk > My Account registration'. The main heading is 'How to register for the British Library On Demand'. The page is divided into two sections: 'Already have a British Library Online Account?' and 'Don't have a British Library Online Account yet?'. The first section has a 'Continue' button. The second section has a 'Register' button highlighted with a red box. The 'Register' button is also highlighted with a red box in the original image. At the bottom, there is a 'Need help?' link and a 'Back to top' button.

**MY ACCOUNT**

bl.uk > My Account registration

How to register for the British Library On Demand

**Already have a British Library Online Account?**

If you already have an [Online Account](#) enter your username and password and click Continue.

Username

Password

[Forgotten username](#)  
[Forgotten password](#)

[Continue](#)

**Don't have a British Library Online Account yet?**

You will need to follow the steps below to use the British Library On Demand

Please note: Registration is currently required even if you are already a holder of a British Library Reader Pass. [Why?](#)

Step 1: Register for a British Library Online Account  
Step 2: Confirm your email address  
Step 3: Customise how you want to use the British Library On Demand

[Register](#)

[Need help?](#)

[Back to top](#)

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Click on Register to begin the registration process.

If you think you already have a username and password but have forgotten these complete the top half of the section.

bl.uk > My Account registration > Personal & security details

### Enter personal & security details

Fields marked with a \* are mandatory

**Personal details**

Title \*  
First name \*  
Last name \*  
Country \*  
Postcode  
Date of birth  
Email address \*  
Re-enter email address \*

Please select  
  
  
United Kingdom  
  
Day | Month | Year

**Security details**

Username \*  
Password \*  
Confirm password \*  
Secret question \*  
Secret answer \*

Please select

**Terms & Conditions**

Accept The British Library Online Account [Terms & Conditions](#) \*
☐

Please tick the box if you would like to find out about our latest events, services and offers and how you can support the British Library.
☐

Please tick the box if you are happy for us to transfer your contact details to our carefully chosen partners so that they may contact you with details of their events and promotions.
☐

Previous Register

Complete all the details which are marked with \* and tick to agree to the terms and conditions. Then click on Register. You will then see the following page. **Your username must be fewer than 30 characters.**

**Please note that whatever email address you use to register here, your documents will always be sent to your NTU email address.**

LIBRARY  
HS111B

## MY ACCOUNT

bl.uk > My Account registration > Activate your Online Account

### Activate your online account

Thank you for registering for a British Library Online Account.

Your account number is: 1276129

**An email has been sent to the email address you supplied. Please click on the link in the email to activate your account.**

**Please note that you will not be able to use your account until you do this.**

You can request another account activation email, a reminder of your username or change your password using [My Account](#) or contact Customer Services +44 (0)1937 546060 quoting your username or account number.

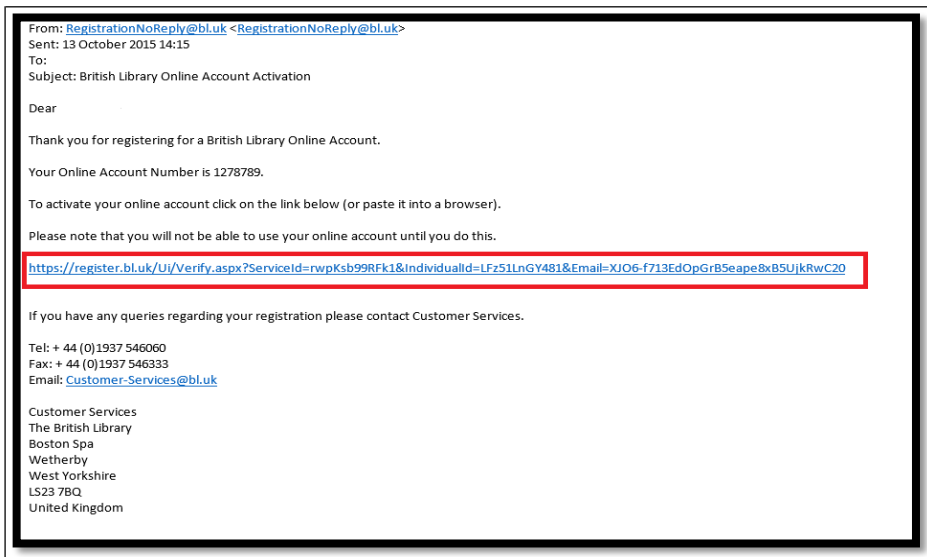
OK

[Need help?](#)

Back to top

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Check back on your email inbox and you should see the following message from RegistrationNoReply@bl.uk, which contains another link:



Click on this link to complete the final registration step:

Customise your contact details and additional information

Fields marked with a \* are mandatory

The British Library collects additional information to help ensure we deliver the right services to our different audiences. Please see our [Privacy policy](#) for further information.

**Contact Address**

UK Postcode

Address Line 1 \*   
Address Line 2   
Address Line 3   
Town or City \*   
County or State   
Province or Region   
Postcode/Zip Code \*   
Country \*

**Delivery Address**

Is your delivery address the same as your contact address? ☒ Yes ☐ No

**Contact Numbers**

At least one contact number is required \*

Home Number  [Help](#)  
Mobile Number  [Help](#)  
Work Number  [Help](#)

**Additional Information**

Job Function   
Sector   
How did you hear about On Demand ?

Again complete all the parts marked with an \*. Then click on Next.

To complete registration tick the terms and conditions box and click on Finish. You should then see confirmation that registration is complete and you will also receive an email confirmation.

**BRITISH LIBRARY** On Demand

bl.uk > On Demand registration

### Accept On Demand terms and conditions

You must agree to these [terms and conditions](#).

I accept the conditions of British Library On Demand ☒

[Need help?](#)

[Back to top](#)

[Previous](#) [Finish](#)

[Accessibility](#) | [Terms of use](#) | Copyright © The British Library Board

From: [RegistrationNoReply@bl.uk](mailto:RegistrationNoReply@bl.uk) <[RegistrationNoReply@bl.uk](mailto:RegistrationNoReply@bl.uk)>  
 Sent: 13 October 2015 14:38  
 To:  
 Subject: British Library Service Registration Complete

Dear

Thank you for registering for the British Library On Demand.  
 You can access it here <https://OnDemand.bl.uk>.

If you work for or are studying at an organisation who has an existing Business Account with On Demand and you want to be associated with that account, you will need to forward this email to the nominated administrator of the account (usually the information specialist/librarian) requesting permission to do so. If you have any queries regarding association to a Business Account, please contact your account Administrator in the first instance. Your online account number is 1278785.

Please do not reply to this email as this email address is not monitored.

If you have any queries regarding your registration please contact Customer Services.

Tel: + 44 (0) 1937 546060  
 Fax: + 44 (0) 1937 546333  
 Email: [Customer-Services@bl.uk](mailto:Customer-Services@bl.uk)

Customer Services  
 The British Library  
 Boston Spa  
 Wetherby  
 West Yorkshire  
 LS29 7BQ  
 United Kingdom

NB At this point you will need to wait for 10-15 for your registration to activate. For this reason, we would advise you to register ahead of receiving your first document if possible.

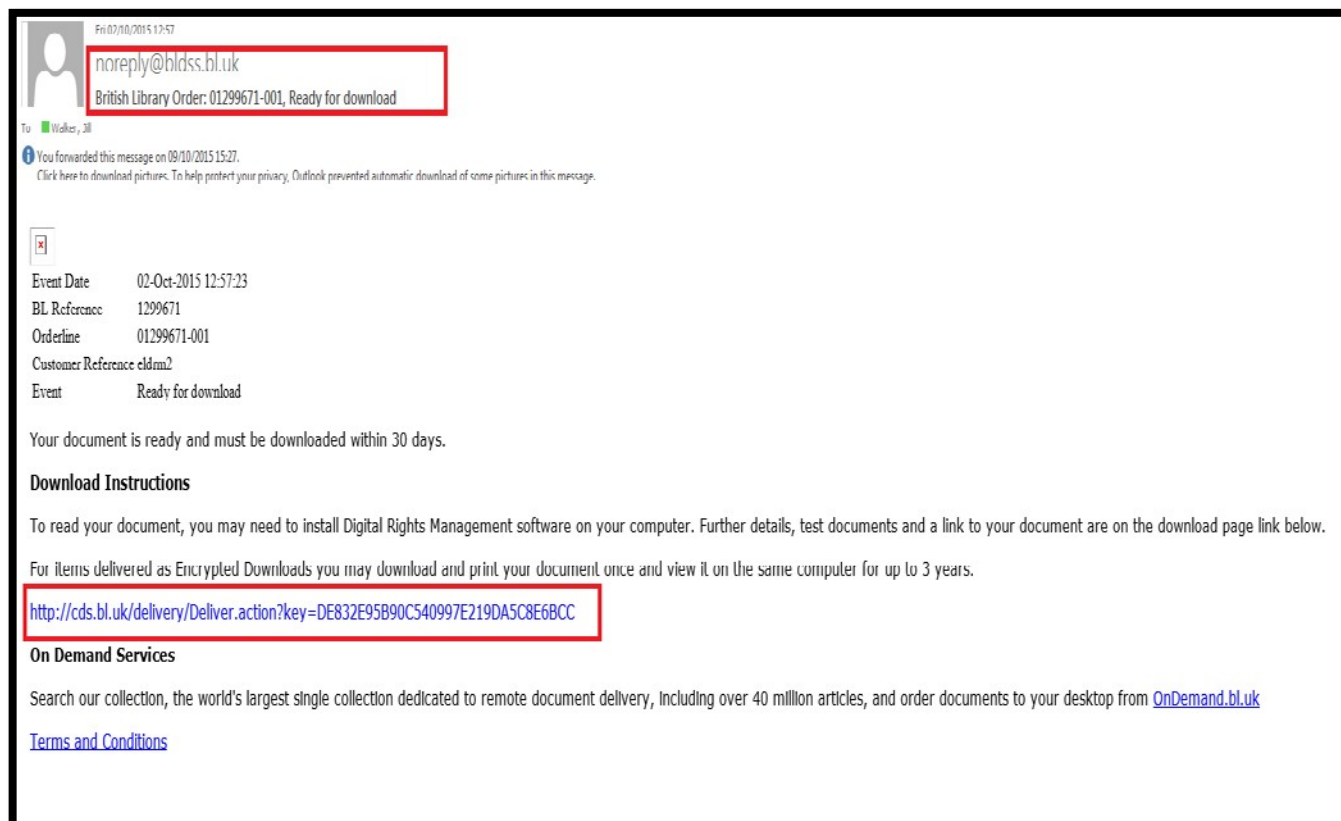
If you try to log on too early and see this error, please contact us and we will ask British Library to send you a new link.



**At the end of the registration process you will be taken to the BLDSS website. Please note that you do not access your document from there. Your first access will always be through the link provided in an email from the British Library**

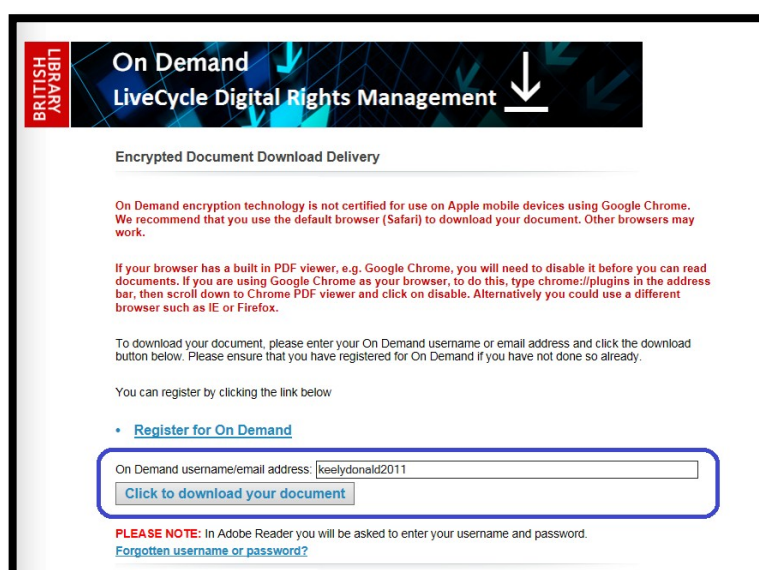
## Accessing a British Library On Demand document on a PC or Android

When the British Library supplies your electronic document they will send you an email which contains a link:



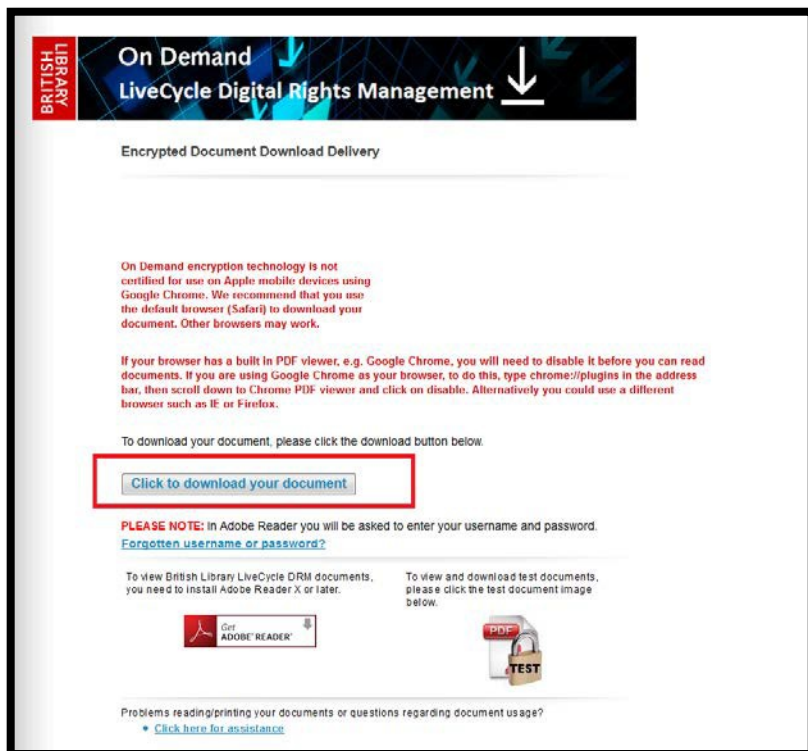
Click on the link in the email and then enter the username you created when you first registered.

If you have forgotten this then use this link <https://register.bl.uk/RegOnline.aspx?serviceId=3>





You should then see the following page:



Please note the advice about using different browsers and make sure you have Adobe Reader installed.

If you are using Google Chrome or Microsoft Edge as your browser, they may default to opening the article in Chrome PDF or Edge viewer. Please try to download the document, then go to your Downloads folder, right click the article and open with Adobe Reader.

Click on the download link.

You should then see the following sign in box:





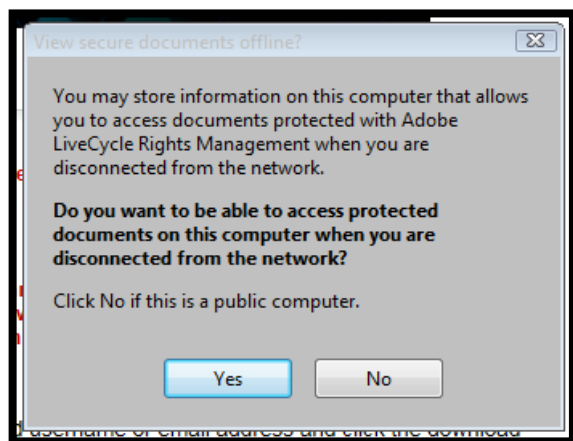
Enter the username and password created when you first registered for the service. If you have forgotten these then use this link: <https://register.bl.uk/RegOnline.aspx?serviceId=3>)

Once you log in for the first time the document then becomes locked to your account only and cannot be accessed by anybody else.

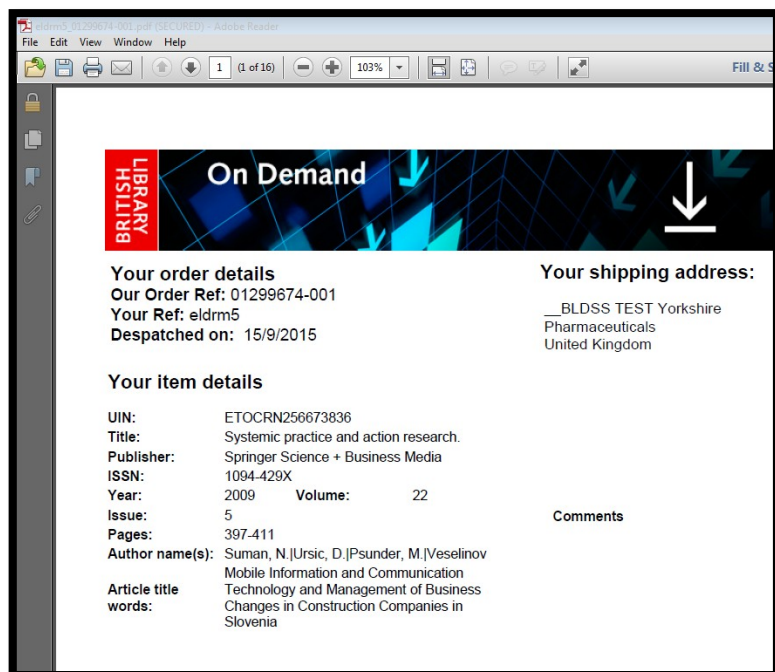
If you wish to be remembered on the pc you are using then tick the remember me box (if using a public access pc or mobile device your details will be forgotten once you have logged out of the machine) this will then save you having to log in every time you wish to access the document on that device or pc.

Click on OK

You will then see a further dialogue box:



Once you have click either yes or no you should then see the full document.



## Printing and ongoing access

If you wish to print a hard copy of the document you can do so only **once** and we recommend you do this as soon as possible after opening the document.

You will be able to access the document for up to 3 years on any pc or device as long as it is saved, has Abode Reader installed, and you log in with your username and password.

The document may be saved to a pen drive or forwarded to yourself at another email address however you will need to log in again with your username and password to re-access it.

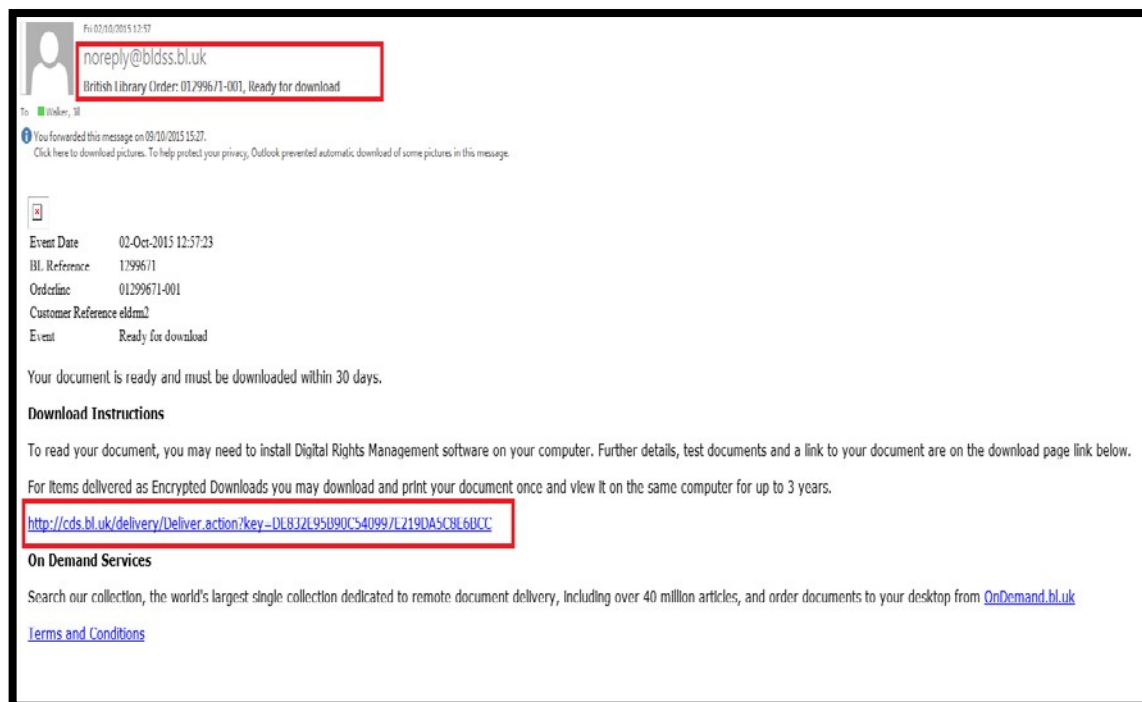
You will not be able to forward it to another person once you have locked it to your account details.

If you do not save the document then you will no longer be able to access it after 30 days have elapsed.

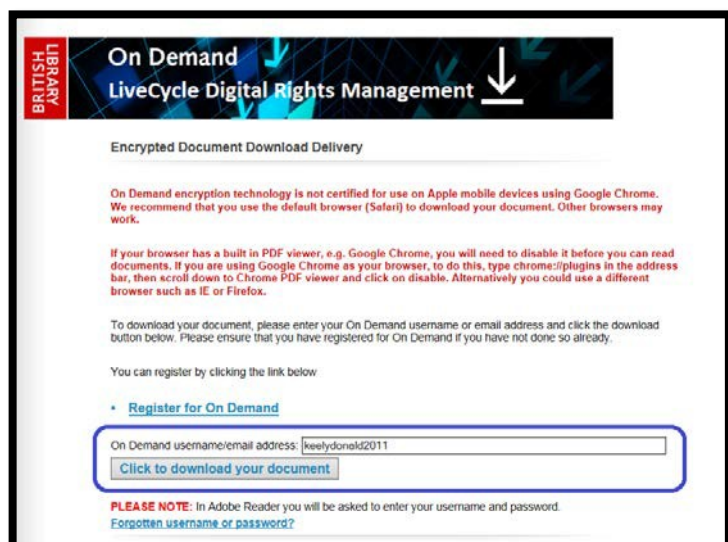
## Accessing a British Library On Demand document on an Apple Device

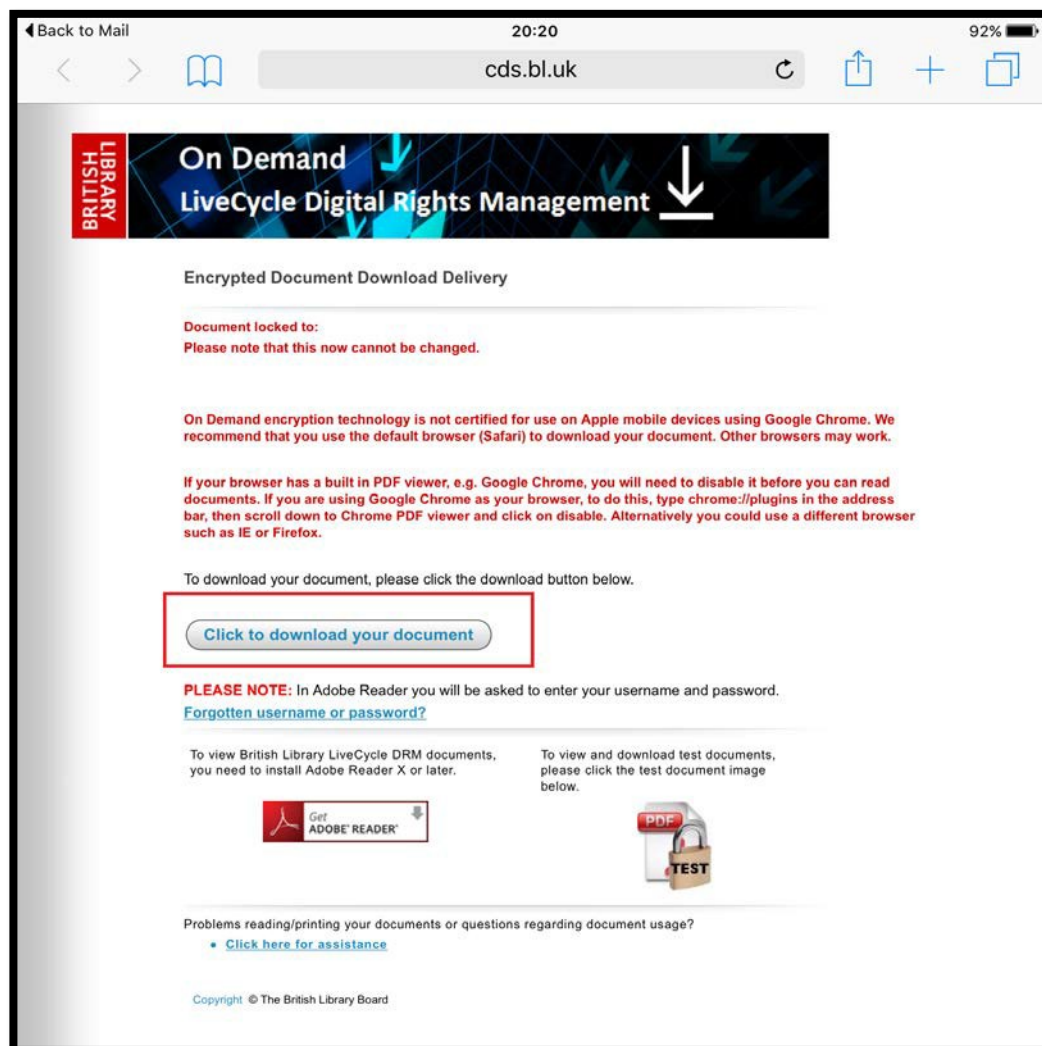
You can now view the documents on a mobile device however to access you will first need to download the free Adobe Acrobat reader app from the iTunes App Store

When the British Library supplies your electronic document they will send you an email which contains a link:

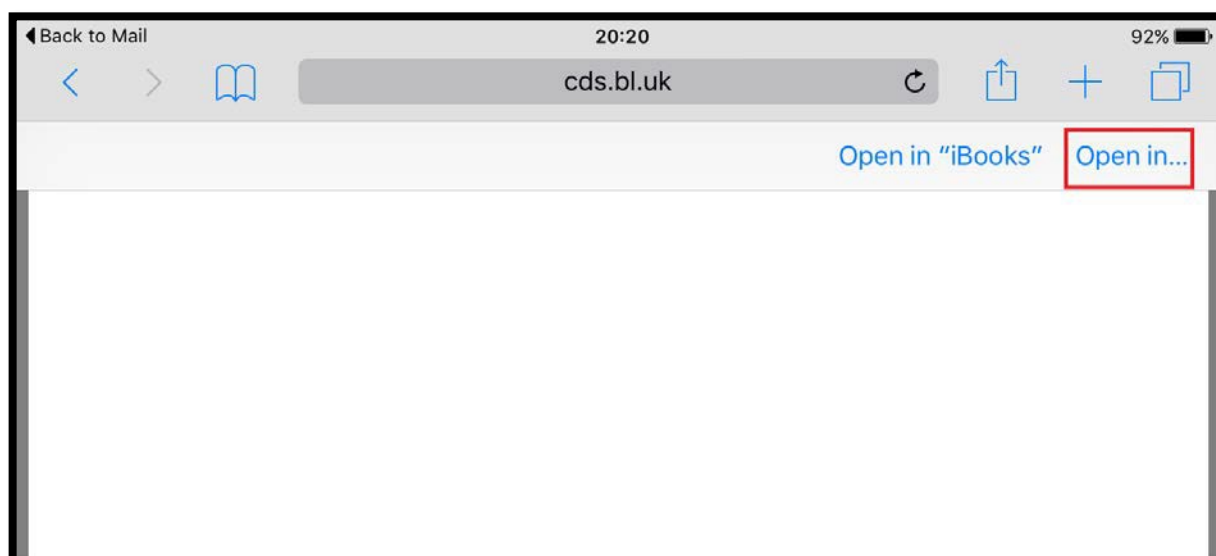


Click on the link in the email and then enter the username you created when you first registered (If you have forgotten this then use this link <https://register.bl.uk/RegOnline.aspx?serviceId=3>)

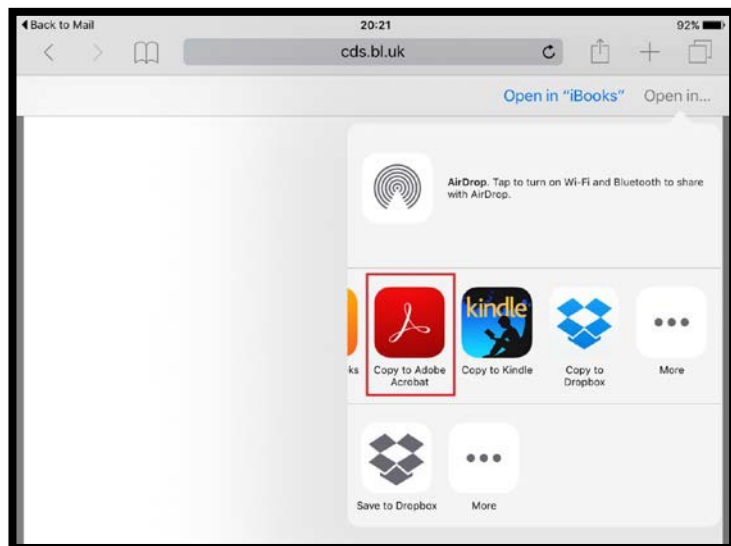




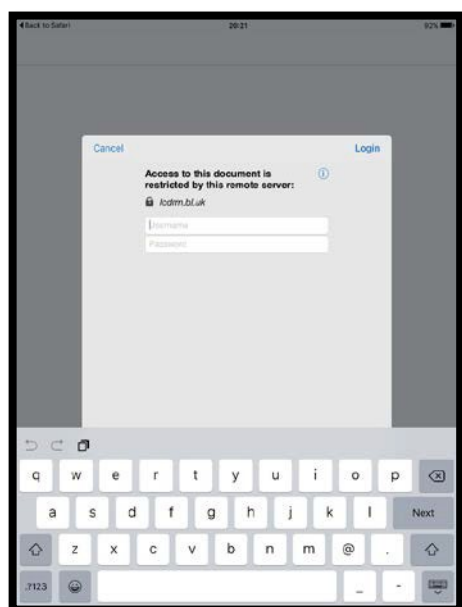
If you tap on the download document button it will then go to the following blank screen



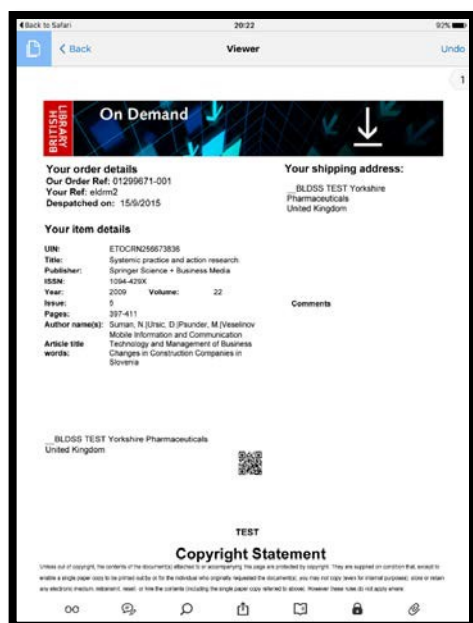
Next tap on the Open in... option, it will then give you the option to choose Adobe Acrobat



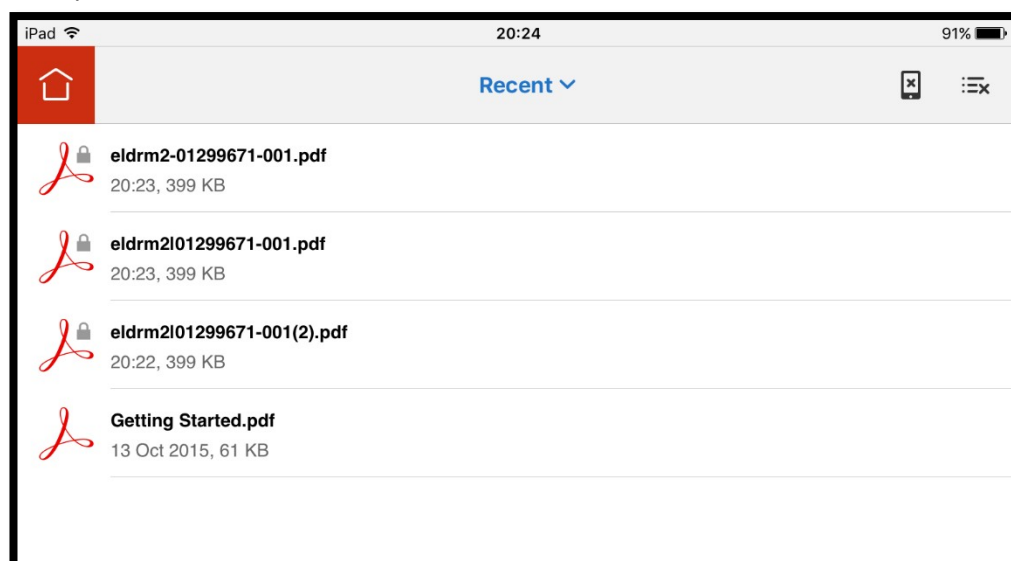
You should then see the sign in box and will need to enter your British Library username and password



It should then open the full document



Then once opened it should show in recent files on the home page or if you click on my documents it should list any downloaded here.



If you wish to print a hard copy of the document you can do so only **once** and we recommend you do this as soon as possible after opening the document.

You will be able to access the document for up to 3 years on any device as long as it is saved, has Adobe Reader installed, and you log in with your username and password.

The document may be saved locally, online, or forwarded to yourself at another email address however you will need to log in again with your username and password to re-access it.

You will not be able to forward it to another person once you have locked it to your account details.

If you do not save the document then you will no longer be able to access it after 30 days have elapsed.

## Troubleshooting

- Have you registered?
- Is your username longer than 30 characters?
- Have you waited 15 minutes?
- Forgotten your log in?  
<https://register.bl.uk/RegOnline.aspx?serviceId=3https://register.bl.uk/>
- Do you have Adobe Reader Installed?
- Seeing a blank page? The document is opening in your browser, not Adobe Reader.
- Using Windows 7 or below? Please update to Windows 10. (NTU staff, please contact IS.)

Please follow these steps, and let us know if you have any problems at [lib.ills.boots@ntu.ac.uk](mailto:lib.ills.boots@ntu.ac.uk)

If you are able to attach screenshots, they are very helpful in identifying issues.