

Quick Reference Guide to Accessing Factiva.com Usage Reports

Dow Jones offers a variety of usage reports to administrators for Factiva academic accounts.

To begin: Log into Factiva.com with an Admin ID and click on “Customer Service” (top right) or the settings menu (cog wheel icon)> Customer Service

The screenshot displays the Factiva.com website interface. At the top, there is a navigation bar with the Dow Jones logo and a search bar. Below the navigation bar, there are several tabs for different sectors: Investing/Securities, Canada, Banking/Credit, Agriculture/Forestry, Accounting/Consulting, Health Care, and Construction. The 'Health Care' tab is currently selected. On the right side of the page, there is a settings menu (cog wheel icon) with a dropdown menu open. The dropdown menu contains the following options: Administrator, Group Manager, Custom Client Billing, Reader (External), Registration, Tools, Lists, Language, Settings, Account, Get the Mobile App, Product Updates, Customer Service (highlighted with a red box), and LOGOUT. The main content area shows 'Top News: Health Care' with a list of recent headlines and a line chart titled 'DWCHCR | 22 November 2022' showing the Dow Jones U.S. Health Care Total Stock Market index.

To Access COUNTER Reports:

Click on **Administration** tab > **COUNTER Reports**

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How Can We Help?

We understand that when problems arise, you need solutions quickly. Find answers to popular support questions and learn more about our products and services with free user and administrator resources.



Access and Support

- For reports covering May 2023 usage and onwards, click on “View Reports” and you will be directed to a reports page. Once there, click on “Counter Reports” and select the desired report and timeframe.
 - If you have any questions, please refer to the Support section, where you can find a number of FAQs. If you need further assistance, please contact tsupport@clarivate.com.

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Invoices & Reports

Download invoices and detailed summaries of charges for your Dow Jones products and services. You also can view current and existing usage reports.

Please select the billing month and year:

[FULL INVOICE](#) [SUMMARY OF CHARGES](#)



COUNTER Reports

Use these reports to track usage patterns and derive helpful metrics for your electronic resources.

[SEE REPORTS](#)



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Counter Reports

Support

Version 0.0.30 (Official Build)

Counter Reports

Choose for an account to view Usage Report from the different Account selections presented in different tabs below:

Select Account View [Browse all A-Z](#)

Select an Account Name:

test - 9ACA000300

ACCOUNT NAME	ACCOUNT CODE	ACCOUNT TYPE
test - 9ACA000300	9ACA000300	INSTITUTION

COUNTER5 Reports

Select Report: *

YOP

Data Type

Access Method

Metric Type

Access Type

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Support

> Contact Us

> FAQs

Frequently asked questions

What is COUNTER and what does it stand for? ▾

What is considered an Item Investigation? ▾

What is considered an Item Request? ▾

What is the difference between Unique Item Investigations/Requests and Total Item Investigations/Requests? ▾

What are the different COUNTER 5 reports? ▾

- Available COUNTER Reports:
 - Platform Master Report PR (R5)
 - Platform Report PR_P1 (R5)
 - Title Master Report TR (R5) - Number of Successful Full-Text Article Requests by Month and Publication
 - Database Master Report DR (R5)
 - Database Report DR_D1 (R5) - Total Searches, Investigations and Requests by Month and Database for Factiva Companies/Markets
 - Database Report DR_D2 (R5) - Turnaways by Month and Database
- Reports prior to May 2023 are available within the Customer Support site via “Click here”.

- Additional information is available in [Support FAQ](#)

Notes

- Reports covering May 2023 usage and onwards are COUNTER 5 compliant.
- Reports prior to May 2023 are COUNTER 3 compliant.
- Reports are made available monthly with year-to-date totals.
- Reports will be made readily available at all times to Academic Administrators only – reports will NOT be made available to academic end-users.
- Reports will be made available for the previous year and the current year (when enough data has been accumulated to show this requirement).
- Data will be accumulated month over month. This data must be available for these reports at any given time, which means a report must contain the entire year’s worth of data each month.
- ISBN numbers will NOT appear in Dow Jones Factiva reports. Dow Jones Factiva does not have content that is associated with an ISBN since these are associated with books – we do not have books in our database. This field will simply be blank or contain no data.

To access Current Usage Reports:

Click on the **Cog wheel icon**> **Account** > **Usage Reports**

Online Usage View reports about your product usage. [Read Usage Reports and Billing FAQs](#) [Support](#)

To view information about your usage, select the type of report you want to review, select the date range of the report, and then select a client/project code if applicable.

Select Report Type:

Select Report Date: (Usage information is available through 21 November 2022)

Select Month:

Select Range: to

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Available Standard Current Usage Reports:

- **Account Summary:** Summary of all the usage on your account
- **User Summary:** Note: Academic accounts have Simultaneous Users
- **Individual Summary:** Provides your own personal usage.
Note: Academic accounts have Simultaneous Users
- **Client/Project Summary: Not applicable to academic accounts**
- **Individual Client / Project Summary: Not applicable to academic accounts**

Notes:

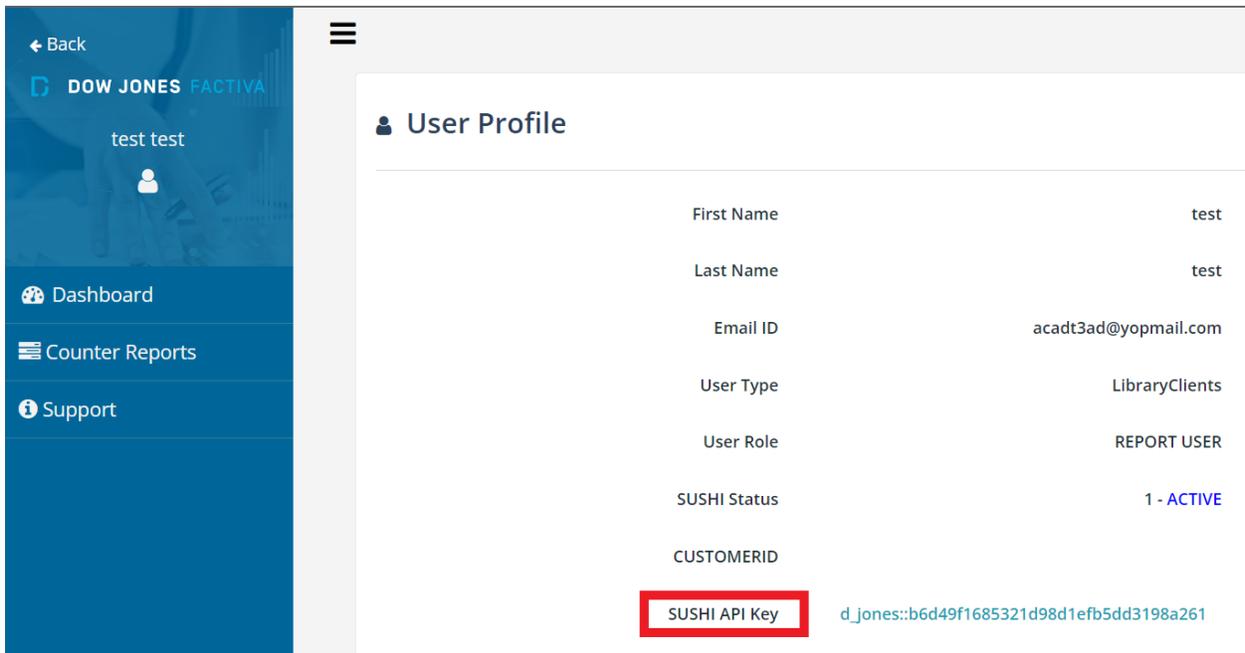
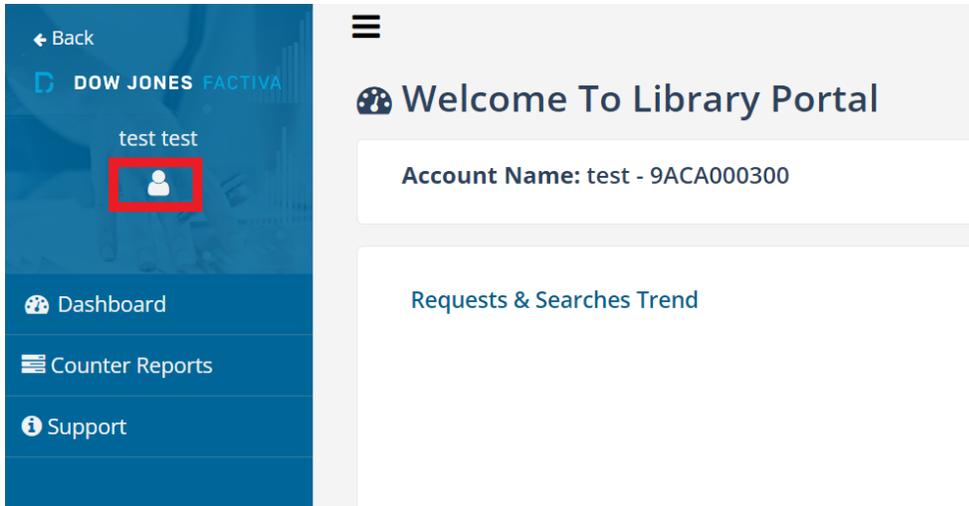
- Reports available for current month and previous 3 months
- Additional information available in [Support FAQ](#)

To access SUSHI / COUNTER Reports in XML:

ReST Client or Web Browser: Google Chrome, Mozilla Firefox, Safari, Microsoft Edge

SUSHI Service URL: <https://c5sushiapi.mpsinsight.com/login/sushi>

API Key: admins can find the API key in the user details section of the COUNTER reports page available via Customer Service > Administration > View Reports



To harvest reports via COP5 SUSHI user needs to have access to a ReST service client or a

Web Browser (see list above), a working internet connection and mandatory parameters provided by Factiva (URL, API key, customer_id).

Required parameters:

customer_id - a valid customer/institution/account ID for which reports needs to be harvested

begin_date - start of duration for which reports needs to be fetched, format is fixed as yyyy-mm-dd or yyyy-mm

end_date - end of duration for which reports needs to be fetched, format is fixed as yyyy-mm-dd or
yyyy-mm

Note:

Your customer_id can be found on your Welcome Letter. If you need help, please contact ProQuest at tsupport@clarivate.com.