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

To Access COUNTER Reports:

Click on Administration tab > COUNTER Reports
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.
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
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](#)

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**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](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.