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.
    - o 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.

- o **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

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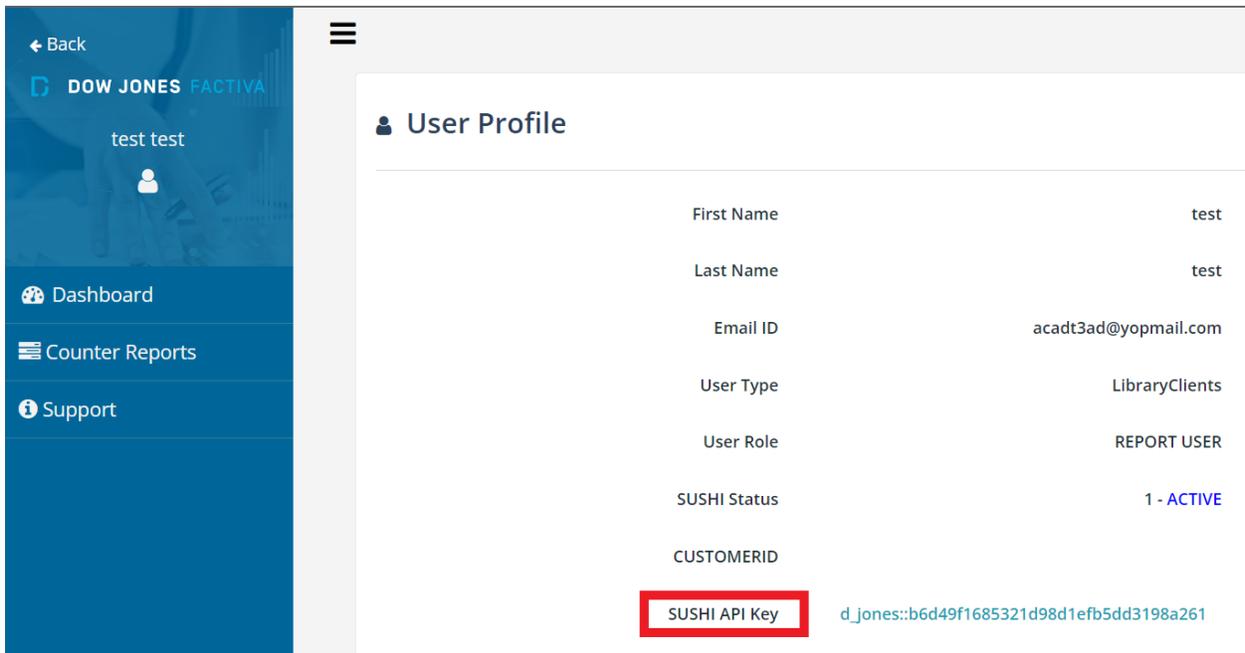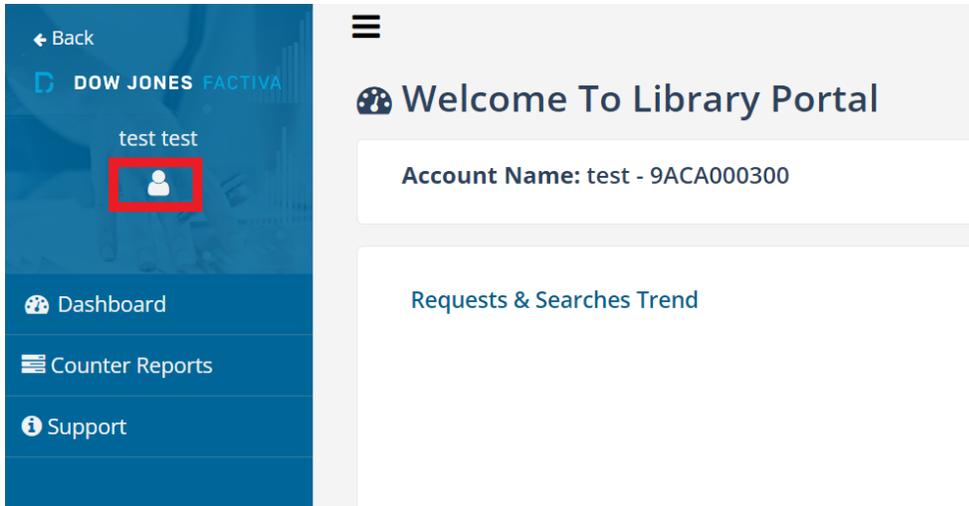
To harvest reports via COP5 SUSHI user needs to have access to a ReST service client or a

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.