

## HELP: The African American Experience

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FAQ

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### DATABASE ACCESS

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- **Where can I find my log-in information if I lose or forget it?**  
Contact the site administrator at your institution, or [ABC-CLIO Customer Service](#).  
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- **Is it possible for my institution to use both log-in usernames/passwords and IP address access?**  
Yes, it is possible to have both forms of site access. To find out more, contact [ABC-CLIO Customer Service](#) with your IP range information.

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- **Are there multiple versions of the databases?**

Yes, most databases are offered in a standard edition—generally most applicable for schools—and an "Academic Edition"—generally most applicable for undergraduate and community college use. The primary difference between the versions is that standard edition contains the "Analyze" feature while the Academic Edition contains the "Idea Exchange" section. Additionally, the Staff Edition with its Tools section appears in only the standard edition.

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- **Why do students need a different password than teachers, librarians, and other staff?**

The primary difference is the availability of special tools on the Staff Edition of the site. These tools allow a teacher or librarian to:

- Search for curriculum content that correlates to textbooks and academic standards
- Compile research lists of links to site content to post to the student version of the site

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- **How can I change my staff or student username and password?**

To have either your staff or student username and password changed for any reason you must contact [ABC-CLIO Customer Service](#).

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- **How do I switch to my other ABC-CLIO database subscriptions?**

There are two avenues to switch to another database: 1) From the upper navigation tab on every page, click on the "Switch Databases" link to find your available subscriptions; 2) Click on the database name in the middle column of the lowest section of each page of the database.

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## DATABASE CONTENT

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- **What is the difference between the Search box at the top of the screen and the Advanced Search?**

The SEARCH box searches for a word or phrase in all categories, countries, regions, and eras. The ADVANCED SEARCH tool narrows searches to include only selected categories, subcategories, countries, regions, or eras. Advanced Search enables more precise queries and often returns fewer, but more targeted, results.

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- **My search did not return any results. What are my next steps?**

Make sure all words are spelled accurately.

If you are looking for an exact phrase, enclose the phrase in quotation marks. For example, a search for "*When in the course of human events*" will return all records with that exact phrase.

By default, the search returns records that contain all of the words in your search string. For example, a search for *washington jefferson adams* returns all records with the words washington, jefferson, and adams.

If you want to find all records that contain washington, jefferson, or adams, you can use the "or" keyword:

*washington or jefferson or adams.*

To exclude certain words, the "-" (minus) symbol can be used. For example, to find all records that have washington and jefferson, but not adams, try *washington jefferson -adams*.

The search automatically adds a wildcard to the end of each word. For example, a search for *president* will return all records with president, presidents, presidential, etc. To turn this feature off, put quotes around each word: "*president*".

The search is not case- or accent-sensitive. For example, a search for *César Chávez* will return the same results as a search for *cesar chavez*.

To search within titles only, use the title meta word: *title:george washington*. (Do not include a space between *title:* and *george*).

To search within credits only, use the credits meta word: *credits:library of congress*. (Do not include a space between *credits:* and *library*).

To search for words that appear close together in the result text (proximity search) use the "near" keyword: *george near washington*

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- **How should I cite information I obtain from this database?**

You will find the relevant MLA citation style listed at the end of each entry. To view additional citation styles, click on the link "View All Citation Styles" just below the MLA citation example.

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- **How do I find information on just a specific era?**

To find information associated with a specific era, select it in the ADVANCED SEARCH page and type your search term in the TEXT box.

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- **How can I download video content?**

Unfortunately, due to various copyright issues involving the video clips in our databases, we cannot make the material available for downloading, placement in PowerPoint, or resizing. You may be able to enlarge the image by changing the resolution on your computer, depending on its configuration.

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## ASSISTANCE AND INFORMATION

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- **How do I know if my system meets all of the requirements to run ABC-CLIO databases?**

Click on the HELP link located at the top right of each page of the database. A new window will appear; select TECH NOTES to get the latest system requirement information.

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- **Where do I go to ask for technical assistance?**

Contact our [technical support](#) group.

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- **How can I get a version of the complete USER GUIDE to print out to have on hand?**

Click on the HELP link found at the top right of each page of the database. A new window will appear; select USER GUIDE to download the guide as a Microsoft Word document or in PDF format. PDF files can be opened and printed using Adobe Acrobat Reader.

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## STAFF TOOLS

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- **Is the STAFF EDITION available in the Academic Editions of the databases?**

No, at this time the Staff Edition is not available in the Academic Editions.

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- **How do I log in to the STAFF EDITION of the database?**

Click on the "LOG IN TO STAFF EDITION" link located at the top right-hand side of each page of the database. Use your unique Staff Edition user name and password to access these tools.

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- **How do I locate specific content in the database that correlates to academic standards?**

From any page in the database, click on the TOOLS link at the top right-hand side of the Staff Edition of the database. To search for curriculum content that correlates to academic standards, topics, or textbooks, select Correlations under the Tools section in the left navigation menu.

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- **Is there a way to select specific pages from this site to put them where my students can easily find them?**

Users with Staff Access will see an ADD TO RESEARCH LIST button on the top right-hand side of an entry, allowing it to be added to a list that can later be named, saved, and posted on the Student Access version of the database. Students then simply click on the RESEARCH LISTS link at the bottom left-hand side of the database's home page, then the link name for that list to view the compiled primary and reference material. On the Research List edit screen, along with options for posting and removing entries from the Student Access version of the database, Staff Edition users also have the option to permanently delete a list by clicking the Delete List button.

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Server: WEB1 | Client IP: 198.207.222.132 | Session ID: h2fvh1npudpti513wkpmcqfu | Token:  
8AD88A897BD166CC3A940426F3199AA6

Referer: