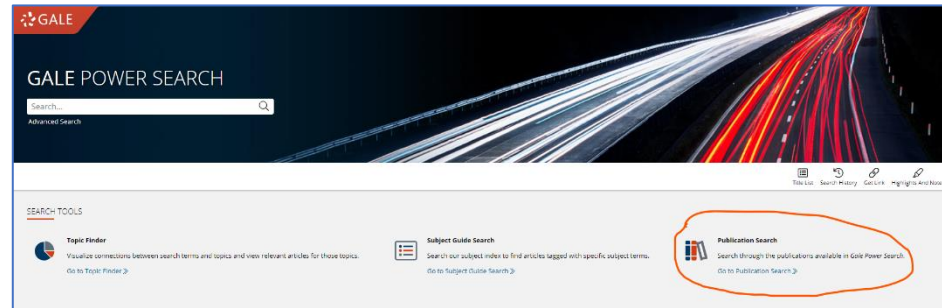# Updated Platform Webinar FAQs
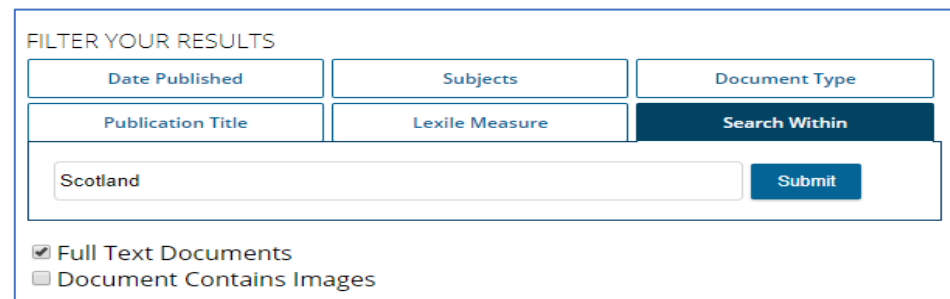
1. **Publication Search – Where does it live?**
   We've moved this from Advanced Search to the landing page to make it more accessible.

2. **Can you filter the results by country for articles that deal with research from a specific place?**
   Yes. Results can be filtered by place, date, publication details or using additional key word limiters. This can be done in Advanced Search or by using additional keyword limiters, under Search Within:
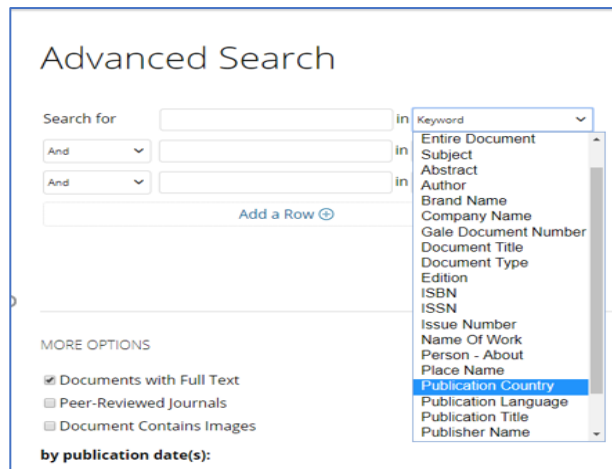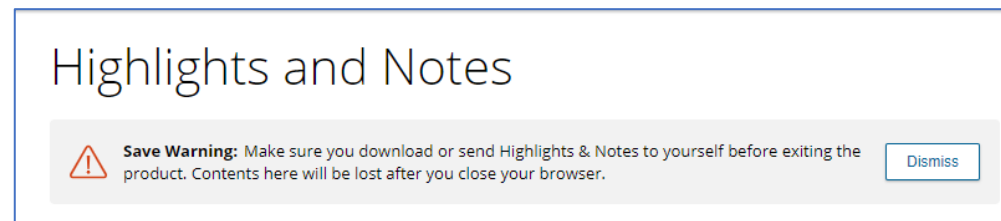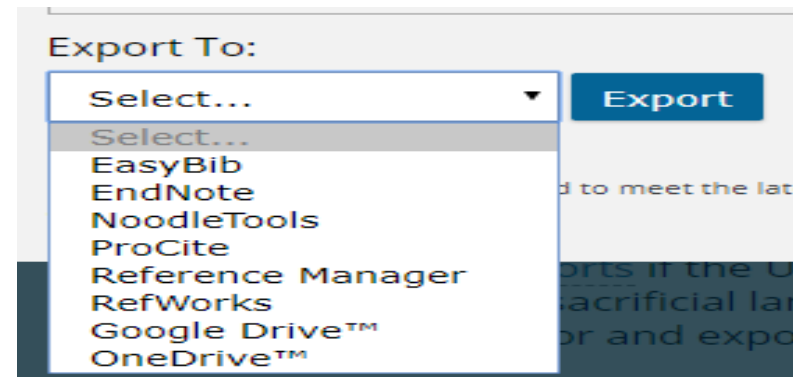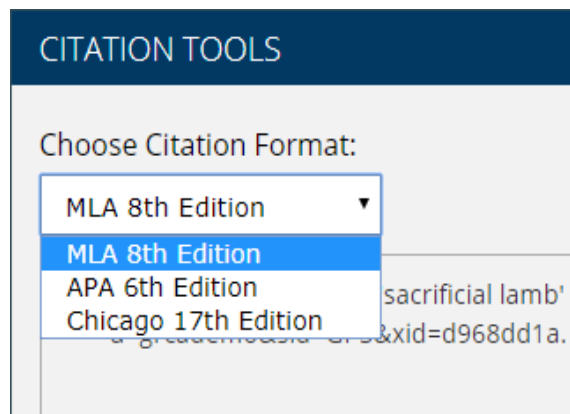
Updated Platform Webinar FAQs

3. **Are the highlights and notes saved on the Gale platform?**
   No. Highlights and Notes are only valid for the browser session and don't automatically save to the Gale platform. They will be erased when a student closes their browser. To keep any highlights and notes, a student would need to save in their Google/Microsoft account, email, download, or print. There is a reminder to do so on the highlights and notes page.

4. **Can you format citations in Harvard Referencing Style?**
   Presently no. This format style has been suggested to the publishing team and is forthcoming. For now, users have the options of MLA 7 or 8, APA or Chicago Style, or they can export to their preferred reference software and access Harvard style that way.
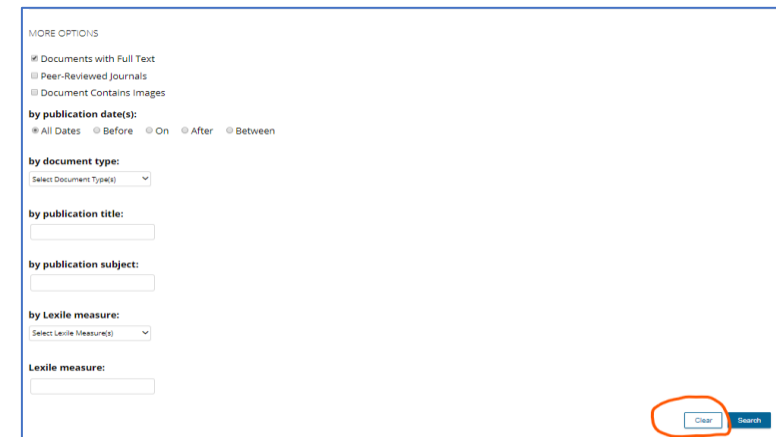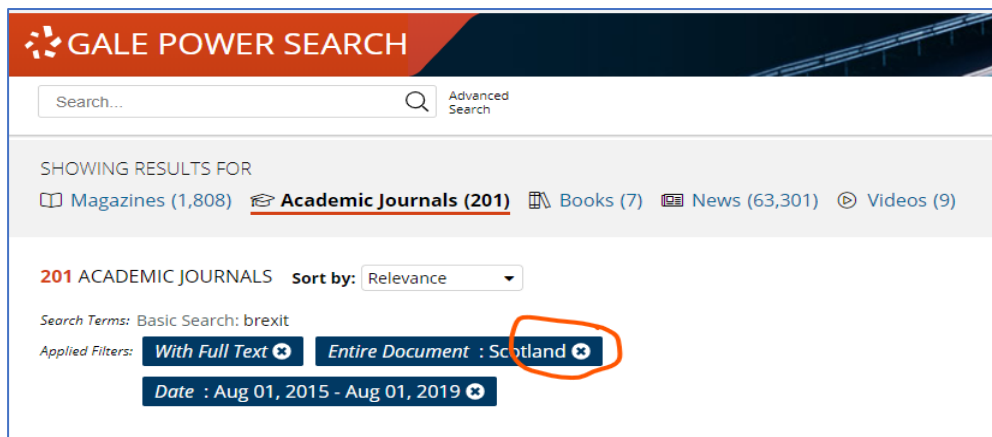
Updated Platform Webinar FAQs

5. **Can you no longer have a personal Gale login account now?**
   No. Gale's research on the usage of our platforms showed the Gale platform accounts were underutilised while most students preferred saving research in the Google and Microsoft cloud options. So we removed the Gale platform accounts.

6. **Is there a way to clear filters?**
   Yes, there are two ways to clear filters - de-select the options currently included in the search (click the X) or 'Clear' the search parameter if you're in Advanced Search.
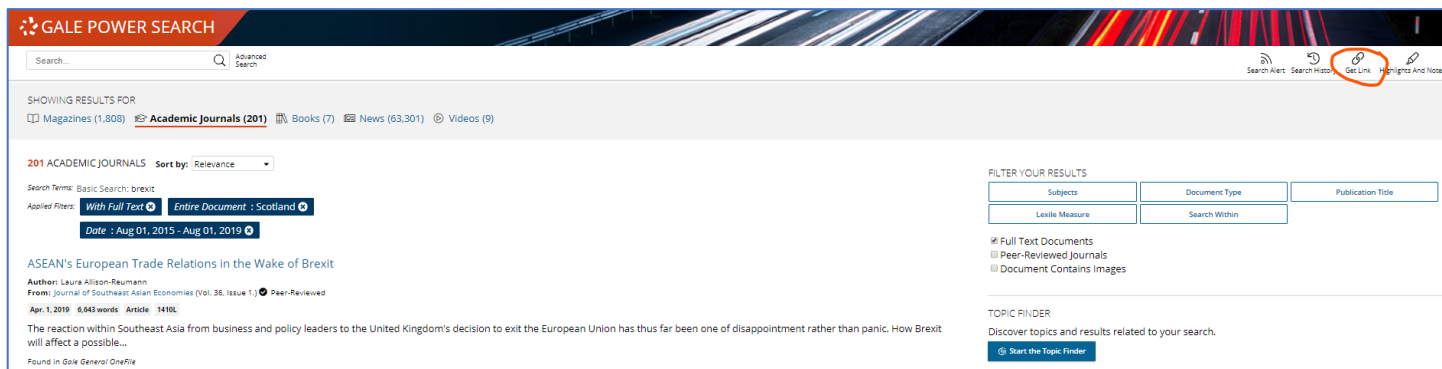

7. **Does the 'Get link' feature have built in authentication?**
   The Get Link feature creates a persistent link that takes users directly to that article. If students move away from that article – such as clicking on a related link in the Explorer panel – the student would be prompted to sign in with their library login details.
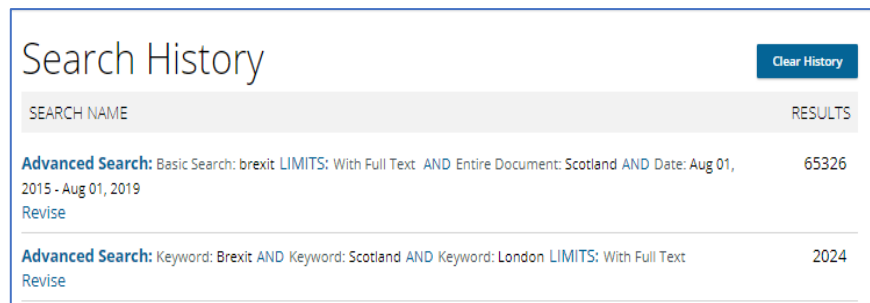
Updated Platform Webinar FAQs

8. Can you save search results in bulk?

No, the former "my folder" option with the ability to tick box many research results at once was tied to the Gale platform logins, so these too have been removed. However, the *Get Link* feature will create a persistent link for a page of search results users can go back to.
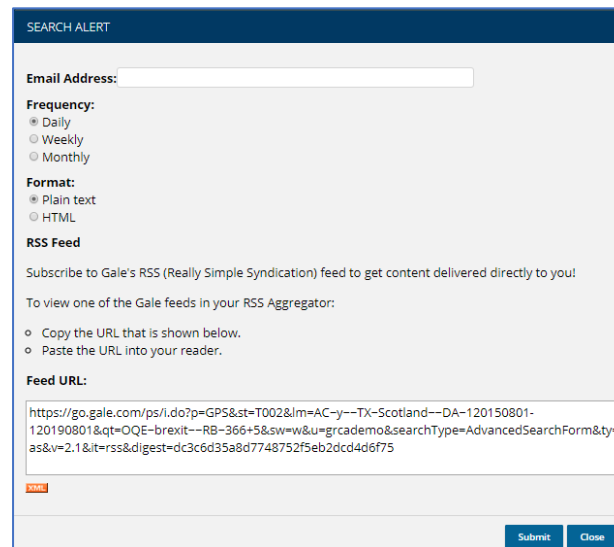

Users can also review their Search History, which links back to specific sessions of keywords and limiters. However, this list will erase after clicking out of the browser section like the highlights and notes section and there isn't a Get Link option. Doing a print screen would be the best thing to do if you need to save this list.

Updated Platform Webinar FAQs

9. **In terms of GDPR, are there places in Gale's resources where users might be asked to provide their email address or other details?**
The only optional feature that prompts users for an email address is the "Search Alert" option. This allows students to set up a keyword alert and any articles that are relevant to that keyword will be automatically sent to them. Gale staff have no access to this detail – it will not be used in marketing or sales.

10. **I still have questions – who should I contact?**
Feel free to reach out to Allison Zink (Subscriptions Executive) at allison.zink@cengage.com or Carolyn Beckford (Trainer) at carolyn.beckford@cengage.com for any further questions