



updated October 8, 2009

FAQs - General

ACCESS

Will I receive an ID number and password?

Yes, please contact journal@cjns.org if you were not set up previously.

Can I share my password with friends and colleagues, or is its use limited solely to me?

You are the only one licensed to use your password.

What if I forget my ID number and password?

Complete the What is My Password? form online and submit by e-mail. We will e-mail you your ID number and password.

SUBSCRIPTION TYPE

Can I access the Journal online if I am not a society member and I do not have access through an institutional subscription?

Without a subscription, you have access only to the Tables of Contents and abstracts, at no cost, but you do need to register on our site at Metapress. (Registration is free and does not commit you to any contract). You can also purchase and download individual Journal articles. In order to gain full online access, you would need to purchase an individual (non-member) subscription. Subscription rates are very reasonable. Please see the section on Subscriptions for more information.

1. Although my institution has a subscription to CJNS and access to the Journal online, I am not able to see the full text of articles. Instead, I am prompted for a username and password. Why is this happening?

When this happens, our system is not recognizing the IP address for your computer. This can be caused by one of three things:

Your Institutional Subscription has not yet been activated.

The person who activated the online subscription did not enter in the needed IP addresses for your institution.

The person who activated the online subscription does not realize that some subnets of your institution are routed through a proxy server.

What should I do?

Contact support@metapress.com so we can work with you to solve the problem.

Talk to your librarian, and let them know you are having trouble.

Why would I want an individual (non-CNSF member) subscription to the Canadian Journal of Neurological Sciences (the Journal)?

You may not be eligible for membership in a society, but you may have an interest in the field of neurological sciences and be interested in the Journal.



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Who is eligible for member subscriptions?

CNSF Member:

Members of the Canadian Neurological Society, Canadian Neurosurgical Society, Canadian Society of Clinical Neurophysiology, and the Canadian Association of Child Neurology receive a member subscription to the Journal, as part of their membership benefits.

Individual (non CNSF member) subscriber:

Institution:

How can I tell if my institution has subscribed?

If your institution has a print subscription, it will be eligible to have an electronic edition of the Journal as well. Through an institutional subscription, you will have access to the Tables of Contents, abstracts, full-text searching, full-text display, PDFs, links to Medline, and future Tables of Contents. You will also see a button at the top of the page confirming you are signed in as part of an institution.

How do I get my institution to subscribe?

Your institution must obtain a print subscription in order to gain access to the electronic edition of the Canadian Journal of Neurological Sciences (CJNS). If you would like to have your institution subscribe to the Journal, please contact your local librarian. They can get information on this website or by contacting the Journal office.



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PRINT SUBSCRIPTION

Will I still be able to get the print edition? And for how long?

Yes, all subscribers will continue to receive the print edition of the Journal. There may be a time when the print and electronic editions become available as separate subscriptions.

Institution Specific

My library subscribes to the print CJNS, but I cannot get access to it online. Why?

Your institution has not yet activated its institutional subscription to CJNS online. All subscribers to the print Journal also receive access to the online Journal. Notify your library that you would like access to the CJNS online, and encourage your librarian to activate the online subscription. Instructions are available on this website.

Who from my institution can access CJNS online?

The subscription fee allows for unrestricted Internet access at one location. Any user connecting from an authorized computer on your institutional network will be allowed access to CJNS online.

What is an institution?

For the most part, an institutional subscription authorizes use at a localized site. A "site" is an organizational unit, and may be academic or nonacademic. For organizations located in more than one city, each city office is considered a different site. For organizations within the same city that are administered independently, each office is considered a different site.

For example, each campus of a State University system is considered a different site, and each branch or office of a pharmaceutical company is considered a different site.

MetaPress (our intermediary agent in the USA for the online journal) limits access on an account by account basis. Since each subscription generates a unique order or reference number, MetaPress associates the subscription with the subscribers MetaPress account. A subscription is associated with one account only, regardless of how many registrations an institution may have with MetaPress (for instance: At University of X, the law library has a MP (MetaPress) account and the Health Sciences library has a MP account, but only one account has subscription access associated if only one subscription has been purchased).

What is the method of authentication for online access?

ID & Password for individual members; IP address for institutions.

Lots of institutions use proxy server to network their environment. If some of their sites under one proxy server want your online journal(s), do you allow them to register the IP address of the proxy server?

Yes, if they somehow limit the access only to the authorized sites. (Gentlemen's agreement). Currently, MetaPress (our intermediary agent in the USA) allows institutional customers to register their proxy server(s) when registering for an institutional account for the Canadian Journal of Neurological Sciences. Since MetaPress uses IP registration with their service for authentication and account identification purposes only, limiting access among websites is not an issue. All MetaPress websites will recognize the proxy server if it is registered and will log the user automatically into the associated institutional account. Access is controlled by a different process (enabled by the Client site), however once access is granted to an institutional account, all users accessing a MetaPress website from an IP authenticated computer (regardless of proxy status) should have access to their institution's subscriptions.

How does an institutional subscription actually work?

When someone attempts to use CJNS online, our server checks to see if the requesting computer is within the list of Internet IP addresses provided by a subscribing institution. If it is, the reader will be able to use all those services enabled for institutional readers. For institutional subscribers, there are no usernames or passwords to remember, and there is currently no limit on the number of readers from your institution who may access CJNS online simultaneously.

If readers want to access CJNS online from computers that are not part of your institutional network (e.g., through dial-in or telnet through a commercial Internet service provider) they can do so only through a non-member subscription.

How can I tell if my institution has subscribed to CJNS online?

If your institution has a subscription, you will automatically have access to the Tables of Contents, abstracts, full-text searching, full-text display, PDFs, Medline links, and future Tables of Contents. You will also see a button at the top of the page confirming you are signed in as part of an institution.

Institutional Administrators can enable Alerting for their institutional account, but patrons (*logged in as Multiple Users) cannot activate Alerting.

Since users are automatically logged into any MetaPress website as a Multiple User via IP authentication, MetaPress does provide these users the opportunity to register, thus allowing them to enable Alerting. Other than this, only the institutional Account Administrator login has rights for new issue Alerting.

If your institution has not subscribed, or if you wish to take advantage of the additional services available to subscribers, you can choose to access CJNS online with a non-member subscription.

Can my institution subscribe only to the electronic edition?

No, at the present time, the electronic edition is provided to subscribers of the print edition of the CJNS as an added benefit.

Will we still be able to get the print edition? And for how long?

Yes, institutions and individuals will be able to receive the print edition for now. There may come a time when subscribers can choose separate subscriptions for the electronic and print editions.

If our CJNS online subscription expires and, at some later date, we reinstate our subscription, will we have access to all years of the electronic edition?

Yes, when you buy a subscription to the Journal, you have access to all years of the Journal in our database.



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How can I access the CJNS online if I am not a member of one of the societies and I do not have access through an institutional subscription?

You may purchase the CJNS as an individual (non-member) subscriber (see subscription rates) or you may wish to apply for Society membership. Without a subscription, you have access to the Tables of Contents and abstracts, (but not full text viewing) at no cost, but you do need to register on our site at Metapress. (Registration is free and does not commit you to any contract).

Still have questions?

For further information, please contact the Journal office.
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