

On the basis of questions asked thus far about digital subscriptions and access to the digital **Theatre Record** resources, we have prepared the following FAQ list.

Although correct to date, it is by no means definitive. Indeed, if your question is not answered by the information given below, please do not hesitate to contact us – we will make the details as complete as we can over time, but can only do so thanks to your continued and valuable input as subscribers.

We look forward to hearing from you.

THEATRE RECORD: A Digital FAQ for Subscribers

Q. Are you offering multiple-user digital subscriptions for institutions, with IP Authentication? Or is the online content accessed by username & password? May the password be shared?

- Individual-rate subscribers with digital access will authenticate their digital login using the e-mail address they provided with their payment, and a system-generated password.
- Individual-rate subscriptions work much like single-user licenses. As such, their password may not be shared.
- Institutional subscribers with digital access will be provided with multiple-user account facilitation by IP Authentication.
- Individual-subscriber passwords and Institutional-subscriber IP Authentication will become available once a digital-subscription payment has been received and as part of the process of **Digital Theatre Record's** going live.

Q. What is the URL for subscribers' online access?

- The URL for digital subscribers' online access will be www.theatrecord.org.
- Digital subscribers will also be able to reach www.theatrecord.org from www.theatrecord.com by clicking on a dedicated link.

- The public **Theatre Record** website at www.theatrecord.com will be offering an "example" set-up of **Digital Theatre Record**, from 24 November 2016 until **Digital Theatre Record** proper goes live.
- **Digital Theatre Record** proper will go live in time for the first Issue of the new year's volume, Volume XXXVII, in 2017.

Q. Will subscribers need to register on the *Theatre Record* website to set up username & password/provide IP addresses?

- Individual-rate subscribers will need to register, yes.
- Institutional users will be issued with their relevant information by **Theatre Record** Administration.

Q. Will subscribers have access to paid-for years if their digital subscription expires?

- Yes. Subscribers will always be able to retain any volumes of **Theatre Record** they have invested in, including as access to online content, so as to assure the permanent resources of their collections.
- All subscribers will retain right of digital access to years previously paid under a digital subscription or as part of a digital-subscription "bundle" – years where they had been a digital subscriber will in other words remain available to them even if they are no longer a digital subscriber (or even no longer a subscriber at all in the by-then current year).

Q. How will subscribers retain access to online content where subscription arrangements have expired?

- Digital access once digital subscriptions might no longer be "live" will work as things stand via the **Theatre Record** website itself.
- Should **Theatre Record Ltd** cease to trade at any time and before its websites expire, however, provision for continued hosting of the digital years will be sought with a third-party hosting institution that can continue to assure previous subscribers' access to their subscribed-for **Digital Theatre Record** years.

Thank you