

# RequestTV User Guide

## Getting Started

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Informat RequestTV is a television database of all free-to-air television programs. Users may order DVDs or file downloads of programs via links in the database records. The database is updated on a daily basis.

All users within an institution may place orders for programs; however, an assigned administrator is required to review, confirm or reject orders.

This Informat RequestTV User Guide outlines the media ordering procedure, including:

- Informat Admin options for Informat RequestTV
- How to find programs within the database
- The ordering and purchasing process
  - Media formats
- Downloading files

If you have any questions which are not covered in this guide, please contact our friendly Customer Support team who will be happy to help: +61 3 9925 8210 or [support@rmitpublishing.com.au](mailto:support@rmitpublishing.com.au).

## Informit Admin options for Informit RequestTV

Login to **Informit Admin** (<http://admin.informit.com.au>)

Under User Preferences, scroll down to **RequestTV Details** to display your setup options.

The screenshot shows the Informit Admin interface with the 'RequestTV Details' section expanded. The page title is 'RequestTV Details (Required for all RequestTV customers)'. The form contains the following fields and options:

<b>Show RequestTV?</b> (Show RequestTV on Database screen)	Yes <input type="checkbox"/>	<b>RequestTV Password</b> (Leave blank for no password)	r3q55tv
<b>Enable Media Ordering?</b> (Enable RequestTV - Media Ordering facility)	Yes <input type="checkbox"/>	<b>Receive Confirmation Emails?</b> (Yes to receive confirmation email for each order)	Yes <input type="checkbox"/>
<b>Enforce Staff Student ID?</b>	Yes <input type="checkbox"/>	<b>First Name</b>	Fred
<b>Last Name</b>	Smith	<b>Contact Phone</b> (Admin phone - please include area code)	0399258221
<b>Contact Email</b> (Admin e-mail)	f.smith@uyd.edu.au	<b>Building Name</b>	Level 10, 501 Collins St
<b>Mail Street</b>	PO Box 99999, A'beckett St	<b>Mail Suburb</b>	Melbourne
<b>Mail State</b>	VIC	<b>Mail Postcode</b>	8006
<b>New Order Note</b> (Note to users after ordering)	An email will be sent outlining the status of your order. If you have any queries, please direct to the Information Desk at the Library.		
<b>Confirmed Order Note</b> (Note to users after approval)	You will be notified when the media is ready for access.		
<b>Change Address?</b> (Allow users to override delivery address)	Yes <input type="checkbox"/>	<b>Select Delivery Method?</b> (Choose 'Yes' to allow users to choose between ordering the program as a DVD or as a File Download)	Yes <input type="checkbox"/>
<b>Default Delivery Method</b> (Choose 'File Download' or 'DVD' to set the default delivery method for the RequestTV programs)	File Download <input type="checkbox"/>		

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Done

### The Informit Admin Module

**Show RequestTV:** Select yes to display the RequestTV database in the Informit interface, where it will be visible to all users who have access. Select no to hide the database from the Informit interface, restricting visibility to specific users in your institute. You will need to jumpstart to the database using one of the following links:

If you have IP authentication:

<http://search.informit.com.au/titles;res=REQUESTTV>

If you authenticate via username and password:

<http://search.informit.com.au/titles;res=REQUESTTV;username=xxxx;password=yyyy>

Note: xxxx is your username and yyyy is your password.

**RequestTV Password:** Enter a password to secure the *Order Media* screen. Leaving this blank will allow anyone who has access to RequestTV to place a media order.

**Enable Media Ordering:** Select yes to enable media order links to appear in program records. Select no to hide media order links from program records.

**Receive Confirmation Emails:** Select no to suppress all email confirmation messages. This option is useful if the administrator is also in charge of ordering programs.

**Enforce Staff/Student ID:** Select *yes* to make ID entry mandatory.

Enter Administrator details: **First Name, Last name, Contact Phone, Contact email.** This person will be responsible for approving or rejecting all media orders.

Enter the DVD delivery address details: **Building Name, Mail Street, Mail Postcode, Mail State.** These will be used for shipment details.

**New Order Note:** Enter text in this field to create a footer message on the acknowledgement email sent to users *after they have made an order.*

**Confirmed Order Notes:** Enter text in this field to create a footer message on a confirmation email sent to users *after an order has been approved by the administrator.*

**Change Address:** Select *yes* to allow the delivery address to be editable by the user if necessary. Select *no* to fix the delivery address.

**Select Delivery Method:** Select *yes* to enable the user to nominate a delivery method. Select *no* to disable this option.

**Default Delivery Method:** Select *DVD* or *File Download* as the default media delivery method.

Click **Save Changes.**

## What media formats are available?

### DVD

DVDs are mailed to the address which has been specified in Informit Admin. DVD covers with program details are included.

### File Download

File downloads have been made possible via File Transfer Protocol (FTP), a standard network protocol used to transfer files from one host to another host over the Internet. For detailed instructions on how to download Informit RequestTV files, see *Downloading files* at the end of this guide.

## How to find programs within the database

Start using **Informit RequestTV** by going to: <http://search.informit.com.au/titles;res=REQUESTTV>

### Browse programs by *title*

- Click the *Titles* tab.
- Browse program titles alphabetically. Serial programs are grouped under the program title.
- Select the program of interest.
- Select the date of broadcast for a particular episode.

### Browse programs by *keyword*

- Enter a search term into the search box.
- Click Search.

### Browse programs by *date of broadcast*

- In the search box, enter a program keyword.
  - Select AND from the dropdown menu.
  - In the following field, enter the date of broadcast in the following format: YYYYMMDD
- For example, to find "Life on Mars" broadcast on Wednesday, 9th January 2008, enter:

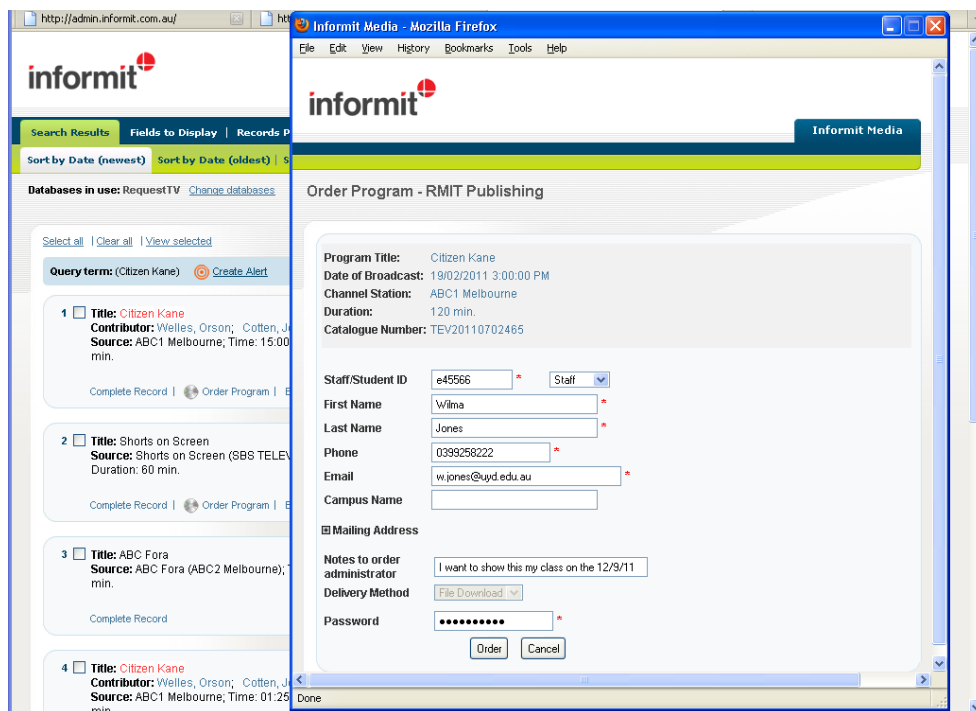
*Mars AND 20080109*

The screenshot displays the Informit RequestTV search interface. At the top, there are tabs for 'Search', 'Titles', and 'Databases'. Below the navigation bar, there are links for 'Citation', 'Save', 'Print', 'Email', and 'Text size A | A | A'. The main content area shows 'Results found: 1' and a search result for 'mars'. The search query is displayed as 'mars' in the search box, with 'in any field' selected in the dropdown menu. The search operator is set to 'AND' and the date filter is set to '20080109'. There is a 'Search' button and a 'Full Content Records Only' checkbox. The date range is set to '1970 to 2008'. There are also links for 'Search history' and 'Search hints'.

## The ordering and purchasing process

To order a program, click the *Order Media* link in the program record.

The *Order Media* page will open.



*The Order Media screen*

### Requesting an order

→ Complete user/requester details

- Enter staff/student ID and other details.
- The mailing address is auto filled based on details specified in Informit Admin.
- If a password has been set in Informit Admin, enter the password.

→ Enter comments or special instructions in the *Notes* field (optional) These will be forwarded to the administrator and to the media supplier.

→ If the option is available, select media format.

→ Click the *Order* button

- An email is sent to the user confirming the order has been placed.
- An email is sent to the administrator informing that an order has been placed.

Note: These emails may be suppressed if the Administrator is requesting the orders. No orders will be placed until approved by the assigned Administrator.

### Viewing an order (Administrator only)

→ Click the link in the email to open the *RequestTV Orders* page. This page can also be viewed at any time via Informit Admin.

→ Enter Informit Admin username and password.

Order ID	Program Title	Catalogue Number	Order Date	Action Date	Status	Order Approved
4365	Citizen Kane	TEV20110702465	12-10-2011 16:17:33		New	
4359	Bob the Builder: Ready, Ste...	TEV20113102420	08-10-2011 13:32:44	08-10-2011 13:33:07	Processing	True
4358	Postman Pat	TEV20113101038	08-10-2011 13:31:08		New	
4357	Hana's Helpline	TEV20112603714	08-10-2011 13:30:30		New	
4356	Pokemon	TEV20113003497	08-10-2011 13:23:36		New	
4355	Guide to the Good Life	TEV20113102470	08-10-2011 13:20:44		New	

*The RequestTV Order screen*

- All pending (*New*) orders and a history (*True/False*) of past orders are shown.

→ Click on the **[+]** symbol to display details and option to accept or reject the order.

#### To reject an order:

→ Enter a rejection reason (optional).

→ Click the *Reject* order button.

- A rejection email will be sent to the user, including the reason if entered.

#### To accept an order:

→ Enter a purchase order number (optional). This will be displayed next to the specific DVD order on your invoice statement.

→ Click the *Approve* link

- A confirmation pop up will display. Note that cancelling approved orders is not possible via the interface. Please contact Customer Support at +61 3 9925 8210 to cancel non-intended orders.
- An email is sent to the user confirming an order has been placed.

#### To override delivery method (DVD/File Download)

→ Under *Order details*, select the preferred delivery method. This will override the original requested delivery method.

## To track order progress

The *Status* column indicates order process.

**New** – A new order awaiting approval

**Not Approved** – A rejected order

**Processing** – An approved order, awaiting processing.

**Dispatched** – The date the completed order was shipped or made available for download.

## To review order history

→ Sort orders by **Order ID, Program Title, Order Date, Action Date, Status** and **Order Approved** by clicking on the label link

→ View order information by clicking on the **[+]** symbol.

The screenshot shows a table of orders with columns: Order ID, Program Title, Catalogue Number, Order Date, Action Date, and Status. Order 1162 is selected, and its details are expanded. The details are split into two sections: Program details and Order details.

Order ID	Program Title	Catalogue Number	Order Date	Action Date	Status
1162	Citizen Kane	TEV20080401309	01-04-2008 16:23:31	01-04-2008 16:28:02	Not Approved

Program details		Order details	
Program Title:	Citizen Kane	Name:	Wilma Jones
Catalogue Number:	TEV20080401309	Position:	Staff
Date of Broadcast:	28-01-2008 23:45:00	Staff/Student ID:	e44367
Classification Code:	G	Address:	Building 48, Kay House
Channel Station:	ABC TELEVISION Melbourne		PO Box 12058, A'beckett St
			Melbourne
			VIC
			3006
		Email:	<a href="mailto:w.jones@rmit.edu.au">w.jones@rmit.edu.au</a>
		Contact Number:	9508552
		Resource ID:	REQUESTTV
		Notes:	I want to show it class next monday
		Order Approved:	False
		Reject Reason:	Already in library

1161	As It Happened	TEX20081100600	01-04-2008 14:42:53	01-04-2008 14:55:29	Not Approved
1156	A Touch of Frost	TEV20080401595	01-04-2008 13:33:05	01-04-2008 13:40:25	Not Approved

*Individual Order details*

→ View user details, notes, and rejection reasons by clicking **[+]** under **Order details** for user details, notes, and rejection reasons.

→ **Filter By Status** (New, Processing, Dispatched, Not Approved) and click **Search** for programs previously ordered.

→ You may choose to override the requester's delivery method choice by selecting the alternate dropdown option.

## Downloading files

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If you have selected **File Download** as the delivery method, an order completion email will be sent to the specified contact email address (see *Informit Admin options for Informit RequestTV*).

This email includes:

- Download instructions
- Your username and password
- Program download link for Firefox and Internet Explorer browsers
- DVD cover download link (PDF)

To download the file, click the Program File link to view within your browser. Most web browsers have a built-in FTP client.

Alternatively, you may download the file via File Transfer Protocol (FTP). This requires an FTP client to be installed on your computer. Many FTP clients are freely available online ([see list of clients](#)). RMIT Publishing recommends the use of dedicated FTP client software such as [FileZilla](#).

For advice on what FTP Client is best for you and your organisation, please contact your IT support. Alternatively, contact RMIT Publishing Customer Support: +61 3 9925 8210 or [support@rmitpublishing.com.au](mailto:support@rmitpublishing.com.au).

**The file will be available for download for 28 days after receipt of the order completion email.**

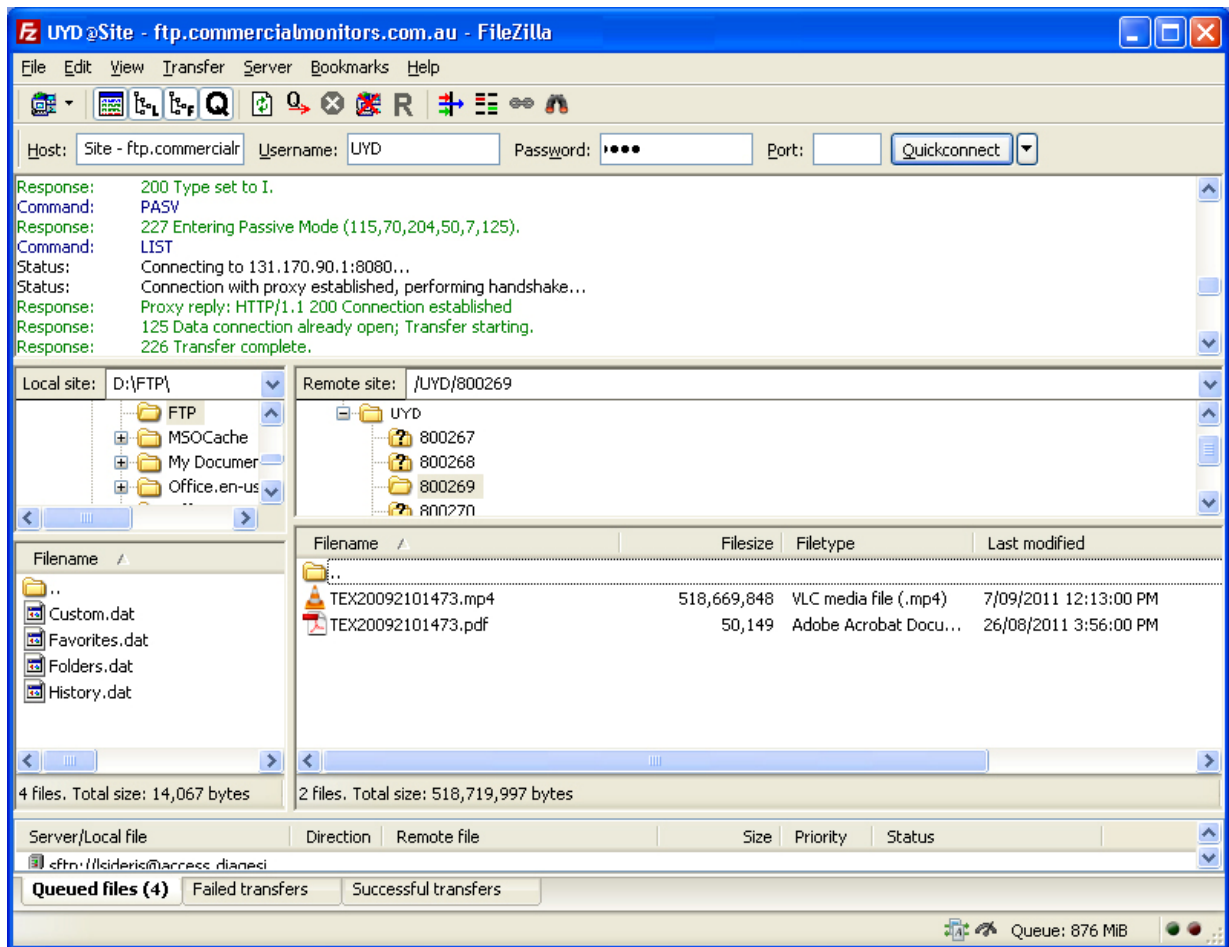
For step-by-step instructions, please see below.

## Downloading files: Step-by-step

- Once your order has been processed by Commercial Monitors you'll receive an order completion email from RMIT Publishing.
- Click the *Program File* link to download the file in your browser.

### OR

- Copy the *Site* link into the Host field of your FTP client and login with the username and password provided in the email.
- Confirm the download. The downloaded files will be saved in the directory specified in your FTP client preferences.



Example FTP client screenshot – FileZilla

### Require further assistance?

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