



## QUICK START GUIDE

### Creating a New Account

As a registered User of any of the Films Media Group family of websites ([www.films.com](http://www.films.com), [www.cambridgeeducational.com](http://www.cambridgeeducational.com), [www.meridianeducation.com](http://www.meridianeducation.com), [www.shopware-usa.com](http://www.shopware-usa.com)) you already have an account that you can use to purchase and access digital content through FMG On Demand. Your User Name and Password automatically work.

If you are not a registered User, you can easily become one by creating a new account:

1. Click on the **Sign In** hyperlink in the top right area of any FMG website.
2. Type in the Email and Password you would like to use for your account, select "Remember me" if you'd like the system to remember you the next time you login to FMG On Demand, and click on the "Sign In" button.

After the system verifies that an account has not already been created for the email address you entered, you are taken to the Registration screen.

### Completing the Registration Form

Fill out the information on the Registration Form to complete the registration process. **Note:** You may change any of this information later, once you are registered, by clicking on the **My Account** navigation tab.

#### Your Account Information

- Complete your name, institution information, address and phone number.
- The email address you enter is your User ID, which you use to login to FMG On Demand.
- Choose a password that you can remember but that is not easily guessed. **Note:** Your password should be at least 6 characters, and for added security, it should contain a combination of both letters and numbers. Re-enter your password to confirm that you have typed it correctly.
- Select the name of your media consultant, educational market, and your job function from the drop-down boxes.


#### Your Email Preferences

- In the bottom part of the Registration Form, you may mark your preferences for receiving regular email updates about new title availability by placing a checkmark next to any subject area that interests you.
- You may also elect whether to receive promotional emails and/or hard copy catalogs by mail.

After you have entered all of your information, click on the  button.

## Purchasing Digital Content

Regardless of which method you use to browse FMG On Demand programs in the Preview Center, it is easy to purchase the programs you wish.

- First, click on the plus  icon next to **Purchase Options** under the desired title. The purchase options available for that title are then displayed. Then click on **Add To Cart** to add the title in the delivery option you wish; the title is added to your Shopping Cart in the selected format, and you are taken directly to your Shopping Cart.
- **Your Shopping Cart:** Once in your Shopping Cart, the following information is displayed: the title you have selected, the item number, the price of the title in the format you have chosen, and the quantity. The estimated total includes the title plus any tax and shipping costs.
- **Proceeding to Checkout:** If you have added all the titles you wish to your Shopping Cart and wish to finalize your purchase, click on the “Proceed to Checkout” button. Based on the items in your Shopping Cart, the system will present some additional titles that may be of interest to you. You may either browse through them, or select “Proceed to Checkout” to continue to the Checkout screen.
- After checking out and completing your order, you are given an order confirmation number, which you should make note of for your records. You can review your order at any time by visiting the **My Account** page of your collection.

For additional information regarding purchasing, please contact [sales@films.com](mailto:sales@films.com).

## Accessing and Searching Through Your Digital Collection(s)

Once you have logged into your FMG On Demand account, click on the “My Collection” navigation tab to be taken to the **My Collection** screen. Here, you can search through, view, and organize all of the digital media in your collection, as well as access the collection’s full-length programs and learning objects.

- If you have never purchased digital content and are not a part of any Organization’s approved User list, you will only have access to the Free Preview Center and will not have access to any other collection. To view another collection, you must first purchase FMG On Demand content and/or sign up to take advantage of the **30-Day Free Trial**.
- In contrast, if you have personally purchased digital content from FMG (not as a member of any Organization but as a single User), you can access your own personal collection by selecting “My Collection – (Your Last Name)” from the collection drop-down box.
- If you have access to individually purchased content and/or you are on at least one Organization list and have access to one or more collection, you may use the collection drop-down menu to choose which collection you would like to access. When you make your selection, you switch automatically to the new collection.



- To search through your collection or the Preview Center, use the **Search Toolbar**, which is displayed on every screen in the FMG On Demand portal. You may search in any of four different ways: basic, advanced, by educational standards, or by textbook. **Note:** *The search toolbar searches within the currently selected collection only.*



## Authentication Options

FMG On Demand can support four different types of automated user authentication – **EzProxy**, **LDAP**, **IP**, and **Referrer**— allowing members of approved educational institutions to seamlessly access their FMG digital video collection. If your institution is interested in implementing any of these authentication features, please have your administrator contact FMG’s Product Support team at [support@films.com](mailto:support@films.com) to discuss specific setup requirements for each option.

## Getting Help

There are multiple ways to get help within FMG On Demand. Depending on what kind of help you need, you can access the Technology Center or the Training Center:

- The FMG On Demand **Technology Center** can be accessed from either the Login or Welcome screen by clicking on the **Help** link in the top-right part of every screen. Within the Technology Center you can utilize an interactive help system, view or print technical documentation and User/Administrator Guides, get answers to Frequently Asked Questions (FAQs), and access links to the latest free software you need to use FMG On Demand.
- The FMG On Demand **Training Center** offers easy-to-use, interactive tutorials created with Macromedia Flash. **Note:** *If you don’t already have the Flash player installed, simply click on the **Macromedia Flash Player** hyperlink to download a free copy.* The tutorials walk you through some of the key features, giving you tips for how to use the system most effectively.

You can also contact Customer Service at 800-257-5126 or Technical Support at 609-671-5760 to speak with an FMG representative about a specific question you may have.

For detailed information about the key features and benefits of FMG On Demand, or to be taken step-by-step through each aspect of the system, please refer to either of these invaluable resources:

- [Guide to Using FMG On Demand](#): A comprehensive pdf document, available in the **Technology Center**.
- [FMG On Demand Flash Help System](#): An electronic, Flash-based version of the Guide, with an additional keyword search and electronic index included for fast access to information about FMG On Demand.