Online Access to the *American Indian Culture and Research Journal*

FAQs

1. *What does my subscription include?*
Current subscriptions to the new print + online *American Indian Culture and Research Journal*
will include access to the entire back issue file, beginning with volume 1, number 1 (1974).
Pinnacle is the online journal host.

2. *What happens if my subscription lapses?*
Once the subscription lapses, access is only provided to the content that was specifically
purchased. For example, say you subscribed in 2009, but did not renew in 2010 and then decided
you couldn't live without AICRJ and subscribed once again in 2011. During the year 2009 you
would have access to everything available up to and including material from 2009. Once 2010
comes around you would not have access to it or anything else except for content from the year
2009, the year you expressly paid for. Then in 2011 you would have access to everything again
during the year 2011.

3. *What is the URL for the registration page?*
http://uclajournals.org.pinnacle.allenpress.com/action/showLogin?uri=%2F
Follow the provided URL and click on the Register button to the right of the page. Simply fill in
the necessary information and hit submit.

4. *Can a vendor register for a customer (e.g., can EBSCO or SWETS register for its customers)?*
For individual accounts, Pinnacle requires individuals to register themselves. For institutional
accounts, Pinnacle does accept requests from third-party vendors to create institutional accounts.

5. *Is registration required annually?*
No, once an account is created it is not removed until the owner asks us to cancel it.

6. *How soon is access activated after registration?*
Access is typically activated within a few minutes of receiving and verifying an activation
request.

7. *Is any special software needed?*
Adobe Reader (or Acrobat) will be needed to view the PDF content. Other than that everything
can be viewed with an internet browser.

8. *Will access be available both to PC and Mac users?*
Yes.

9. *Is a site license document necessary? Are there any terms and conditions or licensing
requirements?*
When you first register with Pinnacle, our online host, you will find a click-through licensing
agreement whose terms you must accept before gaining access to the journal content.

10. *Is remote user access allowed? If so, how does this work?*
Remote access is *only* allowed if the remote access is done via the library's proxy IP. Pinnacle discourages the use of username/password for institutional access (for security reasons) and uses a method called "association," by which an individual account is associated to an institutional account in order for the individual to get access to the subscriptions of the institution.

11. *What information do you need when I subscribe for the first time?*
 (1) your Pinnacle account number, if applicable (most AICRJ subscribers already have a Pinnacle account); (2) institutional or individual name, email address, and subscription information—e.g., number of renewal years; and (3) IP addresses/ranges. No ID is needed to register.

12. *Is there a limit to the total number of IP addresses or ranges?*
Pinnacle will authenticate institutions by IP address and will handle all IP address maintenance. It does not limit the total number, but does not allow IP ranges to overlap except in special circumstances.

13. *What do I do if I have problems?*
Email Pinnacle Support at: **pinnaclesupport@allenpress.com**