

NEJM.org: A Guide for Institutional Administrators

All of your institution's account information may be found at www.nejm.org/institutional-administration-center

To update your institution's IPs, access your COUNTER reports, and manage branding and link resolvers, please follow these steps.

Step 1: Signing In

Go to www.nejm.org and sign in. If you haven't already confirmed your account, you will be required to do so. Your email address will become your username.

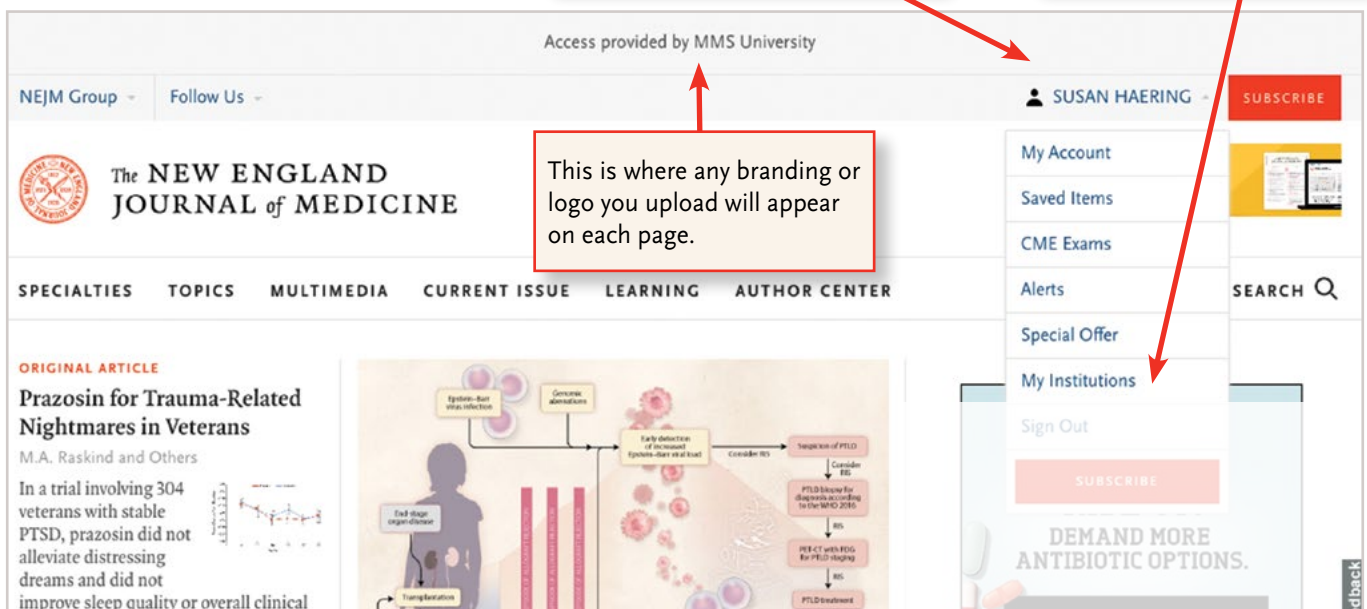
After you've signed in, you can navigate to the Institution Administration Center using the My NEJM drop-down at the top of the page.

As an administrator, you also have your own individual My NEJM account, where you can manage your personal information, alert preferences, and saved items.

First, sign into your administrator account at the top of any page on NEJM.org.

Select "My Institutions" from the drop-down box at My Account.

This is where any branding or logo you upload will appear on each page.



Step 2: The Institution Administration Center — Manage Account Tab

The [Institution Administration Center](#) is organized in a series of three tabs. This is the first tab.

The Admin Center is organized in tabs. This is the first tab. Click on the tabbed links to access the other tabs.

If you manage multiple institutions with the same administrator account, you would see each listed in this drop-down.

SPECIALTIES **TOPICS** **MULTIMEDIA** **CURRENT ISSUE** **LEARNING/CME** **AUTHOR CENTER** **SEARCH**

Institution Administration Center

Manage Accounts Usage Reports Branding & Link Resolvers **MMS University** -

In order to safeguard access to your institution's account, you may be asked to confirm a PIN number via a text message. You can update your phone number on file by going to your account.

Institution Products

Licensed products Site License - ONN

Manage IP Addresses

Description	Active IP Address(es)	EDIT AT THE IP REGISTRY
045.025.056.005/045.025.056.005	45.25.56.5	
198.115.092.000/198.115.092.000	198.115.092.000	
221.225.012.023/221.225.012.023	221.225.12.23	
IP Address Description	111.111.222.222	
NEJMGroupEZProxy	132.174.252.034	

[Manage IP Addresses on the IP Registry](#)

Shibboleth Configuration

If your institution uses Shibboleth or OpenAthens and need to confirm or update your configuration with us, please contact Customer Service at institutionsservice@nejm.org or 781-434-7888.

Anytime, Anywhere, Any Device
NEJM.org
INSTITUTIONAL REMOTE ACCESS
[LEARN MORE >](#)

THE NEW ENGLAND JOURNAL OF MEDICINE

NOTE TO ADMINISTRATORS

NEJM has partnered with the [IP Registry](#) for IP management. To edit the IPs listed to the left, you will need to log into your IP Registry account to make changes.

If you haven't already registered for an account, sign up today at the [IP Registry](#). You can download information about registering for and using the registry by [clicking here](#).

CUSTOMER SERVICE
8am - 4pm ET Mon - Fri
1-800-843-6356 or 781-434-7888
781- 893-0413 (fax)
institutionsservice@nejm.org
For access issues, [click here](#)

Institution Sales Contacts

All IP changes are managed through the IP Registry. Please visit theipregistry.org/sign-up to register yourself as a user and check your IPs.

Step 3: The Institution Administration Center — Usage Report

Manage Accounts Usage Reports Branding & Link Resolvers

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COUNTER 4 COUNTER 5

During the transition period to COUNTER 5, we will continue to offer COUNTER 4 reports for historical usage back to July 2010. Beginning in January 2022, you will only be able to access COUNTER 5 usage reports with historical data going back to November 2018.

You may request that reports be sent via email, and COUNTER 5 reports may be scheduled to run automatically and emailed to you.

Comparing Release 5 to Release 4

The following chart provides a mapping of relevant Release 4 reports to their Release 5 counterparts:

REPORT	RELEASE 4	RELEASE 5
Full-text article usage	Journal Report 1	TR_J1
Denials	Journal Report 2	TR_J2
Usage by year of publication	Journal Report 5	TR_J4
Platform searches & views	Platform Report 1	PR_P1
Consortium usage by member	Consortium Report 1	Request TR_J1 for each member

We will be developing several custom reports that will allow you to see usage of NEJM Archive content as well as multimedia content. These reports will be accessed through a Custom Report tab.

Project COUNTER is working to develop a COUNTER 5 consortium report, which will allow consortium administrators to run consolidated usage reports for their members.

COUNTER 5 Report Retrieval via SUSHI

Report Retrieval via SUSHI

If your organization operates a SUSHI client, you may use it to retrieve COUNTER reports from this platform.

Host SUSHI request URL

Enter Report ID from the list above

[https://www.nejm.org/reports/TR_J1?
requestor_id=yourname@mms.edu&customer_id=XXXXXXXXXX&begin_date=2019-03-01&end_date=2019-03-31](https://www.nejm.org/reports/TR_J1?requestor_id=yourname@mms.edu&customer_id=XXXXXXXXXX&begin_date=2019-03-01&end_date=2019-03-31)

Your administrator email address/
username for NEJM.org

Your Customer ID

Enter dates for report in
YYYY-MM-DD format

Contact Customer Service at institutionservice@nejm.org with any questions about configuring your SUSHI server.

Step 4: The Institution Administration Center — Branding and Link Resolvers Tab

SPECIALTIES TOPICS MULTIMEDIA CURRENT ISSUE LEARNING AUTHOR CENTER

Institution Administration Center

Manage Accounts Usage Reports **Branding & Link Resolvers** MMS University

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Institution Branding

Institution Text
Inform users that access to [nejm.org](#) is being provided by your institution.

Institution Logo
If you wish to display your institution's logo along with the text, upload the logo.

MMS University

Enter the branding and logo information that you want to use here and save your changes. It will be displayed for your users on most pages throughout NEJM.org in the top center.

Help with Institution Branding

Link Resolver

Link Server
If your institution has a local OpenURL-compliant link server, you can choose to display OpenURL reference links.

OpenURL Image
If you do not upload an image, the default OpenURL image will display.

Open URL

EDIT

Additional Information
[NEJM Library Hub](#)
[Privacy Policy](#)
[Manage Your Individual Account](#)
[Activate an Additional Institution Subscription](#)
[Frequently Asked Questions](#)

Help with Link Resolver