

HEINONLINE SUPPORT RESOURCES

home.heinonline.org/support



KNOWLEDGE BASE

help.heinonline.org

The first stop for FAQs, tips and tricks, links to guides and videos, and more.



LIBGUIDES

libguides.heinonline.org

Database-specific content, search tips, tools, additional support resources, and more.



YOUTUBE

youtube.com/@TheRealHeinOnline

How-to videos, general searching and navigating videos, and useful tips and tricks.



LIVE CHAT

Access our dedicated support team using the live chat option found on any page when logged into HeinOnline.



PHONE SUPPORT

Fast, friendly, and personal customer service and support are available by phone during business hours. Give us a ring!



LIVE TRAINING

Our support specialists can provide individualized database training and product demos.

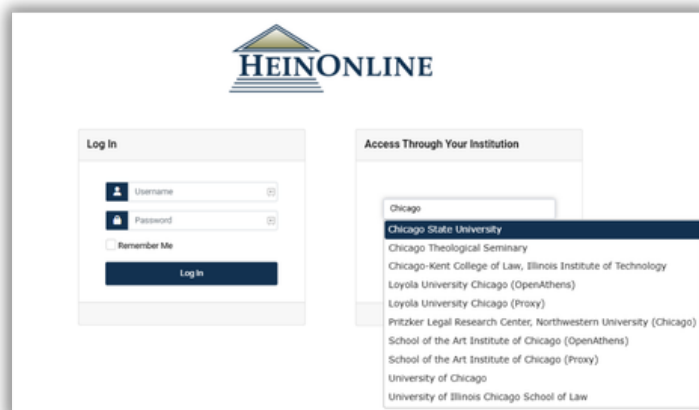
User's Guide

A Step-by-Step Guide to Using HeinOnline

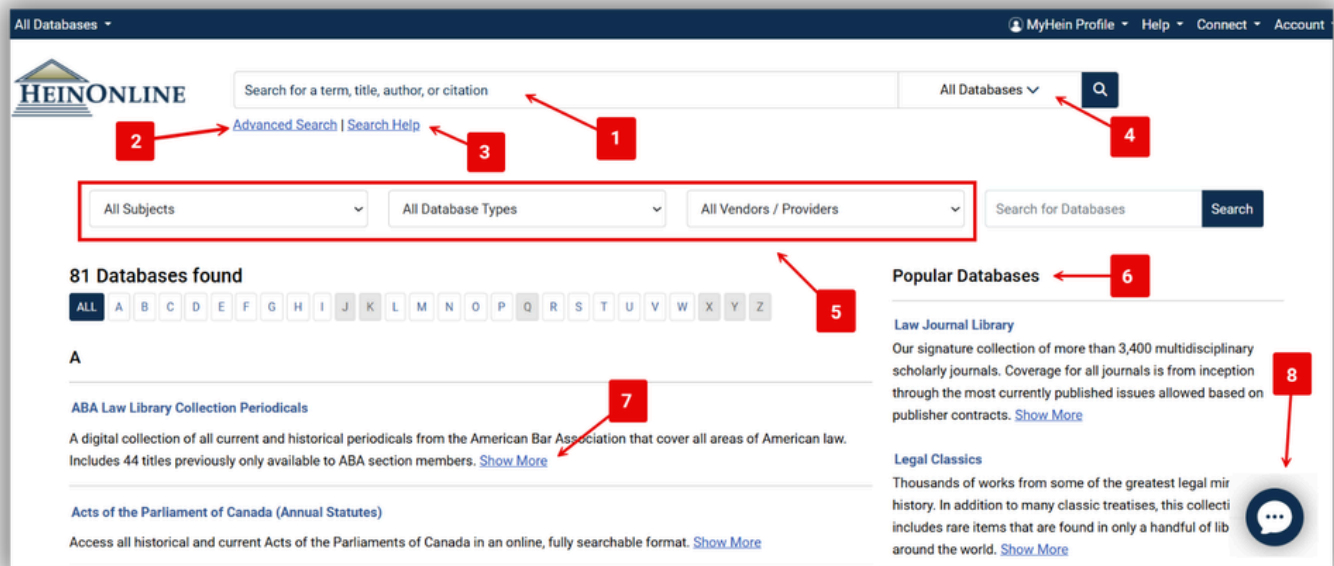
Logging Into HeinOnline

Users can log in to HeinOnline in one of three ways, depending on how their institution provides access:

- 1. IP authentication:** If your institution offers IP-authenticated access, you can log in seamlessly while connected to your institution's network (such as on campus). Simply click the Log In button on the HeinOnline homepage—no username or password is required.
- 2. Username/Password:** If your institution uses a username and password for access, enter those credentials directly into the login fields on the HeinOnline login page. These credentials are typically provided by your library or institution.
- 3. Access Through Your Institution:** If your institution supports remote access, you can log in from off-campus by using the Access Through Your Institution option. Begin typing the name of your institution into the box, then select it from the autofill list that appears. You'll be redirected to your institution's login page to complete the sign-in process.



Navigating the Welcome Page



1. **One-Box Search:** HeinOnline's main search bar, where users can search for a term, title, author, citation, or within the catalog.
2. **Advanced Search:** Explore more in-depth search options, including catalog search options and a citation navigator.
3. **Search Help:** A guide displaying supported search syntax and Boolean operators with examples for constructing search queries in HeinOnline.
4. **All Databases:** A database-selector tool allowing users to select multiple databases upfront when constructing a search query on the HeinOnline welcome page.
5. **Browse Options:** Browse the subjects, database types, and vendors available through your HeinOnline subscription.
6. **Popular Databases:** These are the most accessed databases by HeinOnline users. Alternatively, account admins can choose popular databases based on the library's needs.
7. **Show More:** Read a database description, access a title list, and see how many titles, volumes, and pages exist within a collection.
8. **Live Chat:** Get connected with a HeinOnline support specialist for help navigating the interface.

HeinOnline's One-Box Search

From anywhere in HeinOnline, users can enter any query into the intuitive one-box search. A series of options will appear in a drop-down allowing you to specify your search intent.

Just search for: Search the full text of documents for your keyword(s). Users can also use this option to enter custom HeinOnline syntax—i.e. author: (Fitzgerald)—if desired.

Author: Allows users to search for a section author's name.

Title: Allows users to search section titles.

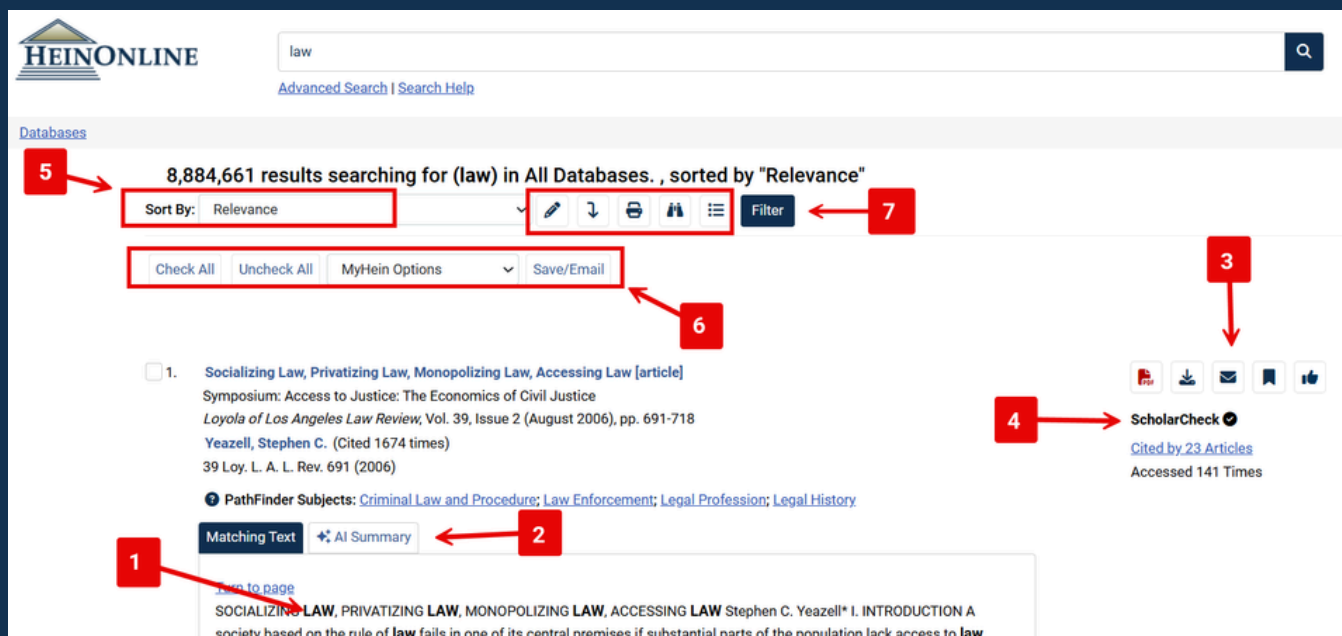
Citation: Allows users to search for a document or case citation.

Catalog: Search across the entire HeinOnline catalog record.*



*The Catalog displays results from the full HeinOnline index, including content your institution may not currently subscribe to.

Understanding the Search Results Page

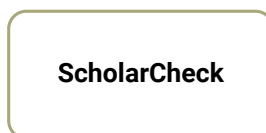


1. **Matching Text:** Text matching your keywords will be boldfaced in a snippet below the document title and author information. Users are able to turn directly to that page or view all matching text pages.
2. **AI Summary:** Concise 200-300-word summaries that highlight an article's core thesis, key issues, and findings.
3. **Document Tools:** Download, print, email, or bookmark the search result.
4. **ScholarCheck:** See how often a result has been cited by an article or case, as well as how often it has been accessed in a rolling 12-month period.
5. **Sort By Options:** Sort results by relevance, volume date, number of times cited, number of times accessed, or by the most-cited author.
6. **Document Options:** Email or bookmark selected results, or save your search query.
7. **Filter:** Refine your results by various facets and see your results change in real time.*

*The filter options that are available may be different, depending on the type of content targeted by the search.

HeinOnline Tools & Features

HeinOnline's global features, artificial intelligence tools, and research aids cater to both novice and experienced researchers. These tools have evolved through attentive listening to customer suggestions and feedback. We also collaborate with vendors in the library, research, academic, and information management sectors, integrating tools that facilitate research for users.



MyHein: Your Personal Research Assistant

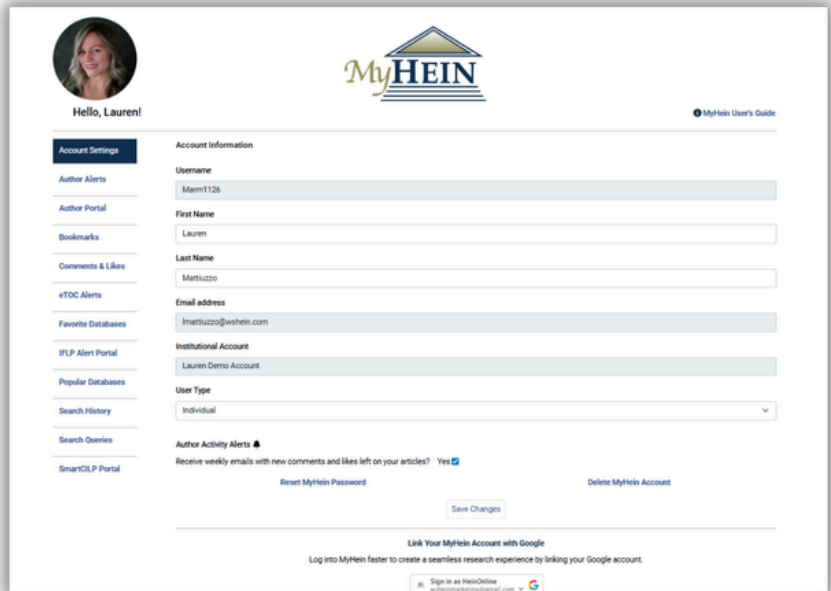
A Free Account to Manage Your Research

MyHein is HeinOnline's personal research tool that helps power researchers save time. Anyone with HeinOnline access can set up their own free, personal account, allowing them to:



- Manage author alerts
- Edit author profiles
- Bookmark documents
- Manage Comments & Likes
- Set eTOC alerts
- Favorite databases
- Manage IFLP Alert notifications
- Choose Popular Databases
- Manage search history
- Save search queries
- Manage SmartCILP notifications

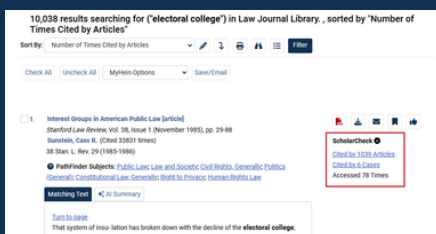
 libguides.heinonline.org/myhein



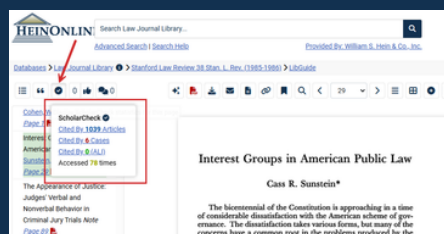
ScholarCheck

When browsing through scholarly journals and other sources in HeinOnline, it is imperative to know how authoritative that source is for your research. HeinOnline's ScholarCheck is a series of tools and features integrated throughout the platform to help researchers quickly locate related material.

- Analyze the most-cited journals, articles, and authors
- View and access articles and cases cited by other articles and cases, and see how many times other HeinOnline users have accessed an article within a rolling 12-month period
- Quickly access related material across HeinOnline and Fastcase content with inline hyperlinking
- Sort search results by most-cited and most-accessed content
- View metrics for ranking scholarly authors on their Author Profile Pages



Search Results



Document Viewer



Case Law

Also see ScholarCheck working within the text of the chosen document wherever blue highlights appear. These highlights represent ScholarCheck's inline hyperlinking. Click any blue link to quickly access the highlighted cited material within your subscribed HeinOnline content.

PathFinder

PathFinder is a suite of browse and search tools in the Law Journal Library for subject-specific research, powered by a multi-level subject taxonomy organized from the ground up. These granular research concepts, called Subjects, are categorized into increasingly broad levels.

There are currently 5 broad overarching Subjects:

1. Humanities
2. Social Sciences
3. Natural and Formal Sciences
4. Applied Sciences
5. Other Industries

When performing a search, PathFinder is visible in multiple places:

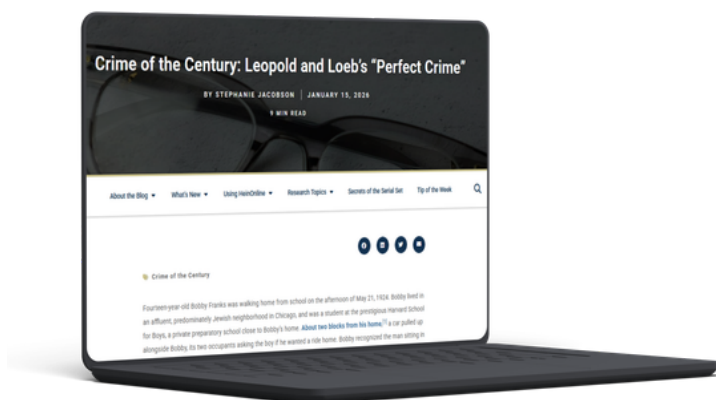
- Filter your search by PathFinder Subject
- See what PathFinder Subjects have been assigned to each article at a glance.



HeinOnline Blog

Bringing Research to Life

The HeinOnline Blog highlights timely legal research, platform updates, and practical insights for librarians, researchers, and legal professionals. Posts range from database tips and feature announcements to deep dives into legal history, scholarship trends, and emerging issues in the law. The blog is a great way to stay informed about new content, tools, and best practices for getting the most out of HeinOnline. Learn more: home.heinonline.org/blog.



Need Help? Contact Us!

HeinOnline, a product of William S. Hein & Co., Inc.
2350 North Forest Road
Getzville, NY 14068
800-828-7571 | holsupport@wshein.com
home.heinonline.org