

FAQ

If you have questions about the IST eMagazine or PDF Archive, we have put together answers here to some of the questions that are most frequently asked.

1. I already subscribe to IST

1.1. How do I access the eMagazine?

As an IST subscriber, you access your eMagazine via Springer Professional:

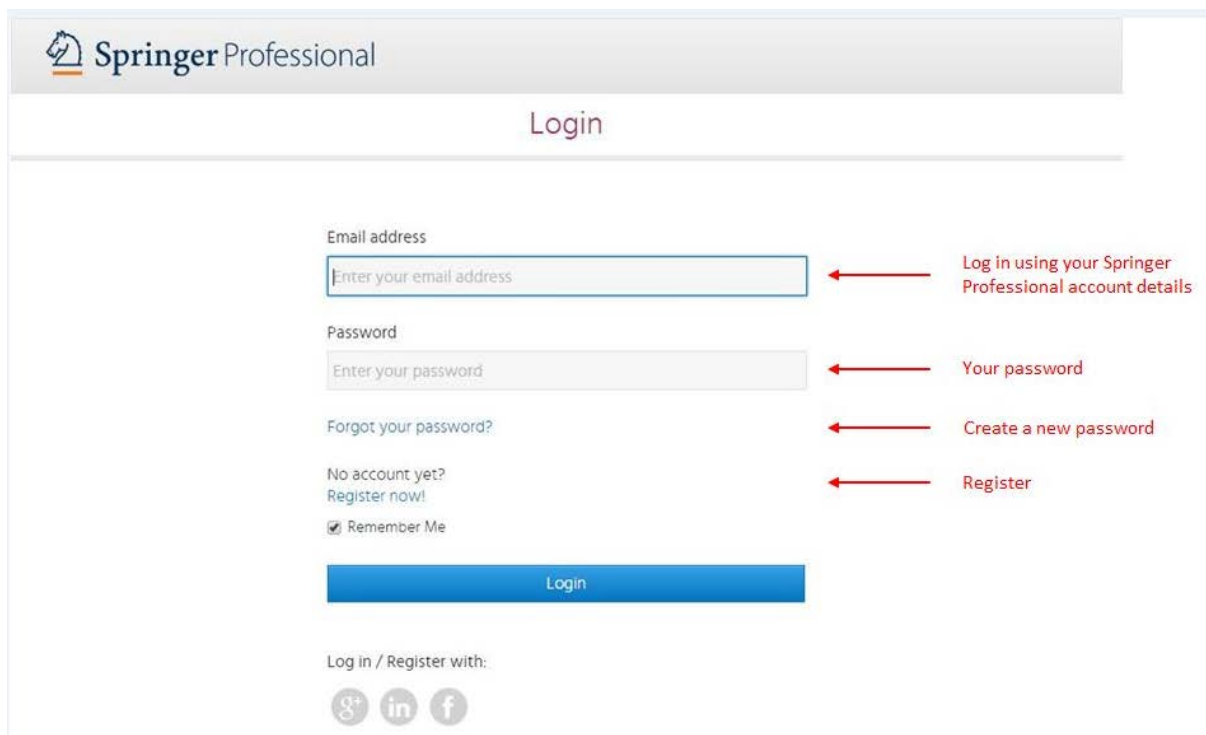
<http://emag.springerprofessional.de/international-surface-technology>.

Here you can see an overview of all the magazines that have already been published.

The screenshot shows the website interface for IST. At the top left is the IST logo and a search bar. To the right is the Springer logo with 'Register' and 'Sign in' buttons. Below the navigation bar is a main banner for 'IST - International Surface Technology - the English Best Edition by JOT'. The banner text describes it as 'Germany's leading journal for surface technology' and lists features: '3 issues per year', 'eMagazine suitable for all platforms and devices', and 'cancel at any time'. Below the banner are two magazine covers: one for IST and one for JOT (Issue 1/2016). Red lines and boxes highlight the 'Register' and 'Sign in' buttons, with text indicating 'Register as a new Springer Professional customer' and 'Log in if you are already registered as a Springer Professional customer'.

Figure 1: Overview page <http://emag.springerprofessional.de/international-surface-technology>

If you have already registered with Springer Professional, for example to access the IST PDF archive, you can log in on the [login page](#) (see Figure 2) using your Springer Professional account details.



The image shows the Springer Professional login page. At the top left is the Springer Professional logo. The page title is "Login". Below the title are four input fields: "Email address" with a placeholder "Enter your email address", "Password" with a placeholder "Enter your password", "Forgot your password?", and "No account yet? Register now!". There is a checked "Remember Me" checkbox. A blue "Login" button is below these fields. At the bottom, it says "Log in / Register with:" followed by icons for Google+, LinkedIn, and Facebook. On the right side, four red arrows point to the input fields with the following text: "Log in using your Springer Professional account details" (pointing to the email field), "Your password" (pointing to the password field), "Create a new password" (pointing to the "Forgot your password?" link), and "Register" (pointing to the "No account yet? Register now!" link).

Figure 2: Login page

1.2. How can I register if I don't yet have access?

If you don't yet have access, you can register at <https://www.springerprofessional.de/en/register/6647266>. Enter your customer details and your e-mail address on this page. The customer details must be the same as those for your IST magazine subscription in order for the activation process to work. You will then receive an e-mail with a confirmation link which you should click on within 24 hours. This completes your registration and gives you access to the IST eMagazine.

Registration
Please complete your details

Email address *

Password *

Yes, I have read and accept the Terms & Conditions and the Data Privacy Statement.

[General Terms and Conditions](#) | [Privacy Policy](#)

You are already a subscriber to a print edition?
Then please enter your complete address, so that we can unlock your online access.

First name

Last name

Street

House number

House number addition

ZIP code

City

Country
Deutschland ▼

Are you already registered? [Click here to Login](#)

** Mandatory fields*




Figure 3: Registration page

1.3. How do I access the IST PDF archive?

To access the archive, you must register with Springer Professional using the customer details from your IST subscription (see question 1.2).

You can then access the IST PDF archive via

<https://www.springerprofessional.de/en/archive/journal/35724>.

1.4. I've just taken out a trial subscription, including the PDF archive and the eMagazine. How do I access everything?

(See questions 1.1. and 1.2.)

You access everything in the same way as a magazine subscriber, but you can only do so for 30 days.

1.5. I've completed my registration, but I don't have online access.

Please contact [customer service](#). Our customer service team will give you access to the PDF archive and the eMagazine.

1.6. I've logged in, but I am still being asked for a licence key.

As a subscriber, you are entitled to use the service yourself or you can identify another person who is entitled to use it. A multi-user licence (licence key) allows several people to use the online service. As a customer, you can have the same number of authorised users as you have licences. Complete our [contact form](#) if you have questions about multi-user licences for companies or would like a quotation.

1.7. I am registered, but I don't have access, because I placed my order using a different e-mail address and so the contact details in my subscription are different.

Please contact [customer service](#). Our customer service team will update the e-mail address listed under your customer number.

1.8. How can I download a complete issue of an eMagazine (not just individual articles)?

On the eMagazine website, you can access all the available issues. Click on the issue you want and the eMagazine will open. In the menu bar at the top, click on the download symbol to download the issue.

2. I am an IST subscriber and I already use the PDF archive on Springer Professional

2.1. How do I access the eMagazine?

The IST eMagazine website is <http://emag.springerprofessional.de/international-surface-technology>.

You can log in here using your Springer Professional account details. These are the same details that you use to access the PDF archive.

To do this click on the "Sign in" button in the top right-hand corner (see question 1.1.).

3. My company already has a print subscription that includes the eMagazine. How can we give other employees access to the eMagazine without having to take out additional print subscriptions?

To give other employees access, you must have an existing print subscription that includes the eMagazine. If you already have a print subscription, you can save 20 percent on an additional subscription. Please contact [customer service](#).

4. Contact information and customer service

If you couldn't find an answer to your question here, you are welcome to contact our [customer service](#) team directly. They will pass your question on to the relevant department. If you have questions on specific subjects, you can use the contact details below.

Subscription service

E-mail: springervieweg-service@springer.com

Telephone: +49 6221 345 4303

For questions about the technology, functions and use of Springer Professional, please contact:

E-mail: support@springerprofessional.de

Telephone: +49 (0)6221 345 4303

For questions about invoicing and customer details, please contact:

Springer Customer Service Center GmbH

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