360 Link

- **Product Documentation**
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  Access the latest documentation for Ex Libris products
  
  - Overview
  - Configuring 360 Link and Setting Up Sources and Targets
  - Usage Statistics
  - Help and Troubleshooting
  - FAQ's (Frequently Asked Questions)

- **Training**
  No image available
  
  Learn new skills and get certified with our tutorials, recorded training and other materials
  
  - Overview
  - Client Center Essentials
  - 360 Link Essentials
  - Client Center Extended Training
  - 360 Link Extended Training
  - 360 Link (legacy version): Video Tutorials

- **Release Notes**
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  Stay informed about the features and capabilities included in each product release
  
  - 360 Link: Release Notes and Status Updates

- **Knowledge Articles**
  No image available
  
  Search our extensive knowledge base for answers to commonly raised questions
  
  - 360 Link: 1-Click: Some Providers Don't Work with Helper Window
  - 360 Link: Citation Error Screen When Looking Up a PMID (PubMed ID)
  - 360 Link: DOI-based article-level links for DOAJ require matching domain URL in the KnowledgeBase
  - 360 Link: Frequently Asked Questions (FAQ)
  - 360 Link: How do I check when the Google Scholar index was last refreshed?
  - 360 Link: How do I configure custom URLs to include my Account ID for ProQuest databases?
  - 360 Link: How do I prevent the "We do not have enough information" error from occurring?
  - 360 Link: Links Don't Open in a New Browser Window
  - 360 Link: Ovid Article Linking
- 360 Link: Springer Transition to https -- effective August 16, 2017
- 360 Link: Troubleshooting an Article Preserved on Your LOCKSS Box
- 360 Link: OhioLinks Migration from Olinks
- 360 Link: Blank Page Appears When Linking via 360 Link and EZproxy to Abstracting and Indexing Databases
- Can a closed Salesforce case be re-opened?
- Chrome browser identifies connection as "Not Secure"
- Customer ability to close Salesforce Cases
- How can I configure 360 Link in response to the Google Chrome 80 release?
- How do I fix the Google Scholar broken captcha issue?
- Introduction to the Knowledge Center
- Knowledge Center Questions and Answers
- Tips for Advanced Document Searching in the Customer Knowledge Center
- Viewing System Status for SaaS Environments
- What Are the Common Causes of Full Text Linking Problems, and How Can Linking Be Improved?
- What is a granularity mismatch and are there workarounds to improve linking?
- What is Case Status, and What Does It Mean?
- What is changing with PubMed LinkOut?
- What is the impact of Google Chrome version 80 on 360 Link?
- What procedure should be followed to alert Ex Libris of a system down?
- What providers and databases can be added to the Sidebar Exclude List?
- Why are article level links missing from Oxford databases?
- Why aren't library holdings showing on the 360 Link results page?
- Why are OpenURL links from EBSCOhost failing?
- Where are the issue and volume links in 360 Link with IEDL results pages?
- Why isn't article-level linking available for the Freely Accessible and Single Journals databases?