FREQUENTLY ASKED QUESTIONS

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NEW PUBLICATIONS PROCESS

- When did this new process start?
  At the 2015 Annual Meeting in Chicago, the AASHTO Board of Directors approved changes to the AASHTO Bylaws to allow member publications to be distributed in digital formats, whenever possible.
Starting October 2015, any complimentary state DOT publications were published under this new process. The first title published under this program was *Pavement Design, Construction, and Management: A Digital Handbook*, First Edition.

- **What are the advantages of this new process?**
  
  The advantages are: 1) Searchability; 2) Providing instant, organization-wide access; 3) Easy access from any location with an internet connection; 4) Meeting the evolving needs/usage of organizations; 5) Faster distribution; 6) More economical to produce; 7) Savings in shipping, storage, printing, and fulfillment services; and 8) Reduction in carbon footprint.

- **How were states notified about this new process?**
  
  At the beginning of the roll-out, the AASHTO Publications presented at several technical committee meetings throughout the first few months and then followed up with each state DOT to identify who the proper librarian or research administrator for each state was so that they could be added to the notification list that was to be used for each digital transmittal. AASHTO continues to provide updates and refreshers on the digital transmittal process through presentations at annual AASHTO meetings, during RAC committee or Region calls, and other librarian professional networking calls.

  AASHTO will continue to reach out to all library or research administrator contacts for all states during summer 2017.

**PUBLICATIONS TITLE LIST**

- **How can I find out about all the titles published since the program began?**
  
  Three methods. 1) At the end of the last email transmittal/notification, there is a list of all complimentary titles released so far this year. This lists a combination of free and paid publications (see sample below); 2) see question below about an upcoming development; and 3) access to the publications editorial calendar.

  **2017 YEAR-TO-DATE AASHTO PUBLICATION RELEASES**

  * AASHTO Annual Report 2016: 1/23/17
  * Guide Specification for Wind Loads on Bridges During Construction: 2/1/17
  * Communications Guide for State Departments of Transportation: 2/8/17
  * Construction Handbook for Bridge Temporary Works, 2nd Edition: 2/21/17
  * Guide Design Specifications for Bridge Temporary Works, 2nd Edition: 2/21/17
  * 2016 AASHTO Salary Survey: 3/17/17
  * Survey of State Funding for Public Transportation - Final Report 2017, Based on FY 2015 Data: 5/5/17
  * LRFD Road Tunnel Design and Construction Guide Specifications: 5/22/17

- **How can I find out about forthcoming titles?**
  
  A new monthly AASHTO Publications Newsletter will be e-mailed to DOTs, previous purchasers, and the transmittal notification list which will include a list of what has recently been released, what is in production currently, and what is in the queue for the long-term.
• How else can I find out if I’ve “missed” not registering a complimentary “paid” title?  
  Please compare lists available above with the complimentary publications you have registered for under your E-Affiliate account.

**PUBLICATION FORMATS**

• What formats are being published now?  
  Based on the publication’s subject matter, the potential usage, and sales, AASHTO produces a title in one or a combination of the following formats: Print, Downloadable PDF, and/or Web-Based.

• How can I tell how (or in what format) a publication was issued?  
  The transmittal letter will describe the format, e.g., if it’s web-based only (with digital licenses), print with digital licenses, or downloadable PDF (with digital licenses unless it’s free).

• How will I know if a digital publication also includes shipped print copies (5 + 5 distribution)?  
  The transmittal letter will describe the format (see sample below).

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**NEW AASHTO PUBLICATION RELEASE - COMPLIMENTARY COPIES TO STATE DOTS**

To: State DOT Members, Standing Committee on Highways

From: AASHTO Publications Production Department

Date: February 23, 2017


Cc: Standing Committee on Bridges and Structures  
AASHTO Board of Directors  
State DOT Librarians

Dear State DOT Members, Standing Committee on Highways,

As an ongoing benefit of your AASHTO membership, we are pleased to notify you of the availability of your complimentary copies of the following new downloadable PDF publication. Below is a description of the publication, followed by detailed instructions on how to access it from the AASHTO Online Bookstore. Additionally, five (5) hard copies of this title have been shipped to your Standing Committee on Highways Member.

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• Are print copies of digital publications ever published?  
  AASHTO determines the formats to be produced. In some cases, five (5) print copies will be produced along with 5 single-user digital licenses; however in most cases, and documents will be produced strictly in digital format.

• To whom are print copies shipped?  
  Print copies are shipped to the attention of the balloting committee member on that publication for each DOT.

**NOTIFICATION**

• What is the notification process for complimentary publications?  
  When AASHTO releases any new publications, the transmittal e-mail letter will go out to the same notification list including state DOT member’s representative of the balloting committee responsible for the production of the publication, the AASHTO Board of Directors, to any related AASHTO committees or subcommittees, and to the state DOT librarian simultaneously. For Associate members, AASHTO will send
the notification e-mail to the individual identified as the organization’s point of contact for AASHTO publications. If the document is a free document that AASHTO distributes at no cost, there will be no promotion code to enter.

- **How can DOT librarians get on the transmittal list?**
  You must ask to be added to the list. It is not automatic. Please e-mail Jenn Dorsey at jdorsey@aashto.org to be added to the librarian list that receives transmittal notifications simultaneously with all other parties.

- **I’m on the transmittal list but I’m not receiving email notifications. Did I get dropped off?**
  Unless requested, we do not remove names once added to the DOT Librarian list. It’s possible that your emails are being sent to a junk or quarantined email folder (may be interpreted as spam). If you feel you have been accidentally dropped from the list, please e-mail Jenn Dorsey at jdorsey@aashto.org to confirm that you are on the list.

- **What information is included in the notification e-mail?**
  The notification e-mail includes information about the publication, the instructions for accessing/opening the digital publication (including the unique promotion code), as well as the instructions for sharing the digital publication with co-workers.

- **How can I distinguish complimentary notifications with regular AASHTO publication marketing announcements?**
  The email subject line will include: NEW AASHTO PUBLICATION RELEASE: AASHTO MEMBER COMPLIMENTARY PUBLICATION TRANSMITTAL

- **How do I register for the publication?**
  Once the transmittal (notification) is received, the DOT designee must gain access to the document through an E-Affiliate account and then “purchase” said document at no cost.

- **Where do I go to become an E-Affiliate?**
  Visit https://bookstore.transportation.org. Click on “Registration” under AASHTO E-Affiliate section on the bookstore homepage.

- **Do I need to become an E-Affiliate in order to register a digital publication?**
  Yes.

- **Are DOTs limited to a certain number of E-Affiliate accounts?**
  No. DOTs can have unlimited E-Affiliate accounts.

- **Can I create an E-Affiliate account using a personal email address?**
  You must use a department e-mail address (and not a personal email address) as it is your member department e-mail address that authenticates your access to your member benefit.

- **Should I use a generic email address or my personal E-Affiliate account to register publications?**
  We would strongly suggest using a separate shared generic login, such as publications@xxx.dot.gov. Please note that both you and your coworkers will need to use the same login/account information each time you access your digital publication. This may become problematic if you use your personal E-Affiliate account to register these publications. Once a document is registered or “purchased,” that is the account that will
be needed to gain access to that file. This means you would have to distribute your personal E-Affiliate credentials instead of the generic account’s credentials.

- **Who decides who can register for a publication?**
  This is an internal state DOT process issue and it is left up to the agency to decide.

  Our suggestion would be to contact all your agency’s standing committee members and director’s office to coordinate a unified process for your DOT.

- **Help! Someone other than the person designated by our DOT’s process registered for the publication. What are my options?**
  Unfortunately, once registered for, a publication cannot be transferred to another account.

- **If the employee leaves, will their email address and password still work (even if the email address is no longer active at the department)?**
  Yes. We recommend changing the email address for the account to that of the departed employee’s successor, if that person does not already have an account.

- **Is there a time limit on “purchasing” a complimentary digital publication?**
  Yes! You must purchase (at $0 cost) within one year after receiving notification of its availability. Otherwise, you will forfeit access to the free complimentary digital publication.

- **What is the promotion code? How do I find out what it is? What do I do with it?**
  The unique promotion code (previously called the member benefit code) is included in the transmittal email notification. After you have logged into your E-Affiliate account, during the registration process, you will be asked to input the promotion code so that the complimentary purchase is “purchased” at no charge.

  The promotion code can only be used once by the first person who registers the publication so, within your agency, the sooner the DOT designee can register the publication, the more assured you will be that it will be registered under the correct E-Affiliate account. The promotion code is not used again, e.g. to access the publication after it is registered.

- **How do I register for my 5 user licenses?**
  During the registration process, you should make sure to increase the number of copies from 1 to 5. Once the promotion code has been input, you will not be able to proceed to the next step of the registration process until the quantity is set correctly.

**ACCESS**

- **Will I need special software to view the publication?**
  Yes. If you have never accessed an AASHTO paid PDF download on your computer, you will need to download and install the FileOpen security plug-in for Adobe Reader. The plug-in is free, but installing it may require assistance from your IT department. The plug-in can be downloaded and installed from the "Get Adobe Security Plug-In" link on your "My Bookstore" page or directly from the FileOpen Systems website at http://plugin.fileopen.com/all.aspx. The plug-in needs to be installed on each computer on which the publication will be viewed. However, it only needs to be installed once; you do not need to re-
install it each time you receive a new publication. Based on customer feedback, the FileOpen third-party plug-in works optimally with Internet Explorer.

- **What login is used to access the publication?**
  The login (associated with an E-Affiliate account) that was used to FIRST register or “purchase” the publication is the one used to gain access to that file.

- **Will I need to use the login every time the publication is accessed? Even after it’s been downloaded?**
  Yes. Every time you and your co-workers open/view a digital publication, you will need to enter the same login/account information used to initially purchase the digital publication. This is how the license software tracks how many simultaneous users are accessing the publication at any one time.

- **Can the digital publication be downloaded to an individual’s PC?**
  Yes. But they will need to be connected to the Internet before they can open the file.

- **Do I have to register as an AASHTO E-Affiliate in order to access a complimentary digital publication?**
  Yes. In order to access a complimentary digital publication, you must be registered as an AASHTO E-Affiliate, AASHTO’s publication program, through the AASHTO Online Bookstore, [https://bookstore.transportation.org](https://bookstore.transportation.org).

- **How do AASHTO members access complimentary publications?**
  For state DOT members, once the notification e-mail is received, either the balloting committee member to whom the e-mail is directed, or a designee, will need to follow the instructions provided to access the publication and then share it with co-workers.

  For Associate members, the individual who receives the notification e-mail, identified as the organization’s point of contact for AASHTO publications, or a designee, will need to follow the instructions provided to access the publication and then share it with co-workers.

- **How do I share a complimentary AASHTO publication with my co-workers?**
  To allow your co-workers access to the complimentary publication, you will need to provide them with the link to that publication, which is included in the notification e-mail, as well as your login information, i.e., AASHTO E-Affiliate e-mail address and password.

  If you prefer that your co-workers not use your personal AASHTO E-Affiliate e-mail address and password to login to the complimentary digital publication, you can, instead, provide them with alternate login information, the DRM account number and password associated with your AASHTO E-Affiliate Account. If you do not know your DRM account number and password, you can obtain it by clicking the login button on the homepage of the AASHTO Online Bookstore, [https://bookstore.transportation.org](https://bookstore.transportation.org), and in the section marked "Get Password," enter your e-mail address. You will receive an e-mail that contains your E-Affiliate e-mail address and password, as well as the DRM account number and password. You can then share the DRM account number and password with your co-workers, so that they can login to the digital publication.

- **Are we allowed to upload a copy to our intranet?**
  Yes. However, anyone accessing the publication will still need the FileOpen security plug-in installed on their computer, as described above.
• Will I need the promotion code every time I access/open a complimentary digital publication?
  Not the promotion code used during registration. However, every time you and your co-workers open and view a digital publication, you will need to enter the same login/account information (or DRM account number and password as described above) used to initially access the digital publication.

• Can a digital license be used without the Internet?
  No.

PRINTING

• Once a digital publication is accessed, what are the printing options?
  All digital publications include print capabilities for convenience and paper storage, if necessary.

SUBSCRIPTIONS/LICENSES

• How do simultaneous user digital licenses work?
  Once the purchase is complete, up to 5 different users at any given time are allowed access to the publication. It is not tied to an individual, a specific computer, or a particular office or district. This allows for many more users to have fast access to content and alleviates the need to buy additional copies for each office.

• How many subscriptions/licenses will I receive for a complimentary digital publication?
  State DOT members will receive five (5) single-user subscriptions/licenses for each digital publication that we distribute, unless otherwise stated in the notification email.

  Associate members will receive one (1) single-user subscription/license.

• We used to receive 10 complimentary print copies. What if my agency needs more than 5 licenses?
  The Board approved the decision to change the distribution to 5 digital copies, because 5 users really means hundreds of users over the life of an edition. At this time, there is no way to track usage, however, we have received no complaints from users not having access to their documents.

• Do multiple users have to take turns accessing a digital publication?
  At any given time, up to five users (for state DOT members) or one user (for Associate members) can be logged in to the same digital publication at the same time.

• Are the user subscriptions/licenses tied to a specific person or computer?
  No. User subscriptions/licenses are not tied to a specific person or computer. This means that at any given time, any five users (or one user for Associate members) can be logged in to the same digital publication at the same time.

• What happens if more than the allowed number of users try to access the same digital publication?
  If all user subscriptions/licenses of a digital publication are in use the sixth user will receive a message informing them that all the licenses/subscriptions are in use and that login will be refused.

• Will the license time out?
  Yes. If someone leaves their desk while logged in, the system will automatically close that access after 20 minutes of idle time.
Why can’t publications be accessed via IP address authentication?
AASHTO publications are used by DOTs, industry, and educational institutions in the United States and worldwide. Many organizations in industry do not have fixed IP addresses, while others require access from the field or when travelling. For these reasons, offering our publications with IP authentication would render many of our readers unable to access them at all.

Can you provide statistics for usage or when a sixth user is blocked?
We are not able to track usage for simultaneous user licenses nor is there any way to trigger an alert to a third party if a user was blocked from being able to access a resource.

ARCHIVAL COPIES/SUPERSEDED EDITIONS

Will I be notified when a superseded edition is released (and the previous edition is no longer available)?
No, however, you will still be able to access the previous edition when a new one is released. That old edition then is considered archived material, and AASHTO only recognizes the newly released edition as the official edition of that document.

Will we still have access to an older, superseded edition when a new one is published?
Yes. If the earlier edition was registered, the download link remains in your E-Affiliate account and continues to function. Any PDFs that you have already downloaded can be accessed just as you did in the past.

AASHTO has never revoked access to an electronic publication that we have published. However, we cannot predict future technological developments nor can we promise continued access years or decades in the future. The agency has the option to print their own agency archival copy and we strongly encourage each agency to do so. However, if an agency finds it needs information from a superseded edition, you may contact AASHTO’s Resource Coordinator Bob Cullen bcullen@aashto.org to assist in finding archived content. Also, the Publications Dept. is researching the cost and effectiveness of print-on-demand for certain titles.

What are the rules for state DOT archiving?
The license agreement states that you can “print/retain 1 archival copy for internal use.”

Would it be possible to send librarians print hard copies for archival purposes?
Not at this time. The majority of top sellers, or large page-count publications will be transmitted with 5 digital licenses and 5 print copies, so that the print copy can be used as an archival copy as each DOT sees fit. Otherwise, smaller titles would need to be printed by the DOT (if desired).

TECHNICAL SUPPORT/QUESTIONS

Who do I contact for technical support?
If you have technical problems accessing your complimentary AASHTO digital publication, contact our technical support department: e-mail: support@iengineering.com, phone: 703-722-2980, ext. 301. (There is no toll free number for support).

Who do I contact about getting on (or finding out whether I’m on) the transmittal list?
jdorsey@aashto.org
- **Who do I contact about a missed complimentary title? Can someone re-send me the email?**
  Contact Melissa Dannemiller at mdannemiller@aashto.org

- **Who do I contact if I have questions or concerns about this program?**
  Contact Erin Grady at egrady@aashto.org

- **Who do I contact for any other questions about AASHTO publications?**
  For specific questions about complimentary digital publications, or general questions related to AASHTO publications, contact Melissa Dannemiller, AASHTO Publications, e-mail: mdannemiller@aashto.org, phone: 202-624-5838.