Quick Start Guide
Identify Online

Getting Started

This is an introductory guide for users of the new and improved online version of Ringgold’s Identify Database of over 500,000 organizational records.

Detailed help for the site is available on our Customer Support website at: https://support.ringgold.com

Login:
Go to ido.ringgold.com
→ Enter existing Identify Online user email & password
→ Click Sign In
Or if you are set up for auto IP access, click:
_______________________

Two new search options

Both support Boolean (AND, OR, NOT), wildcard (*) and fuzzy (~) operators, and exact phrases (“ “)

Simple Search
Use Simple Search to quickly find Identify Records:
Enter an organization name, Ringgold ID or ISNI.
Searches on both native spellings and alternative names

Advanced Search
Enables highly detailed organization searching and prospecting:

Search against any field in the Identify Database
Use the new Academic Filters for targeted results
Search & refine by subscriber and product detail

Powerful new metadata filters

Search on a wealth of descriptive and authoritative institutional metadata to find the organizations that really count:

Unique hierarchy display & export

Records in Identify Online are organized hierarchically and are displayed like a family tree, showing child-parent relationships.

Simply click to see an organization’s hierarchy from any results list or record.

If your audited data is hosted in Identify Online, you’ll be able to see precisely where your subscriptions are held within our organizational hierarchies: C Customer

And new to Identify Online, the ability to download entire hierarchies.
**Smarter search results**

Use the multiple new options on any search results page to get to the organizations that really matter:

- **Refine By** - Ringgold Type and Tier, regions, size
- **Filter By** - specific names and locations
- **Sort By** - new ways to order your list
- **Easy Downloading** - one-click to get search results quickly on your desktop

**Find your direct & indirect customers fast**

Use the special search options to find your customers fast, if your data is hosted by Ringgold:

- **Misc. Filters**
  - is customer of 1 or more products
  - is not customer of any product
  - is consortium
  - is consortium member
  - is consortium with customer member(s)

**Straightforward results with simplified new icons**

- Full Identify Record detail
- Hover here for list of record’s alternative names
- Shows direct hierarchy of the organization
- Indicates and shows multiple parents of the organization
- View simplified hierarchy from this record
  - Indicates Direct Customer
  - Indicates Indirect Customer
  - Indicates Direct and Indirect Customer

**Easily save, organize and share your search results**

Custom-categorize your searches for fast retrieval and share with your colleagues

**Datasets**

Datasets allow you to combine and compare new or saved queries to find similarities and differences between different result sets. For more assistance with this advanced feature see: [https://support.ringgold.com/identify-online-datasets](https://support.ringgold.com/identify-online-datasets).
Richly detailed organization records

Full metadata elements now available in the new Identify Online record view, including Product Details

New feature: Customize your view of organization records

Find full details about the rich metadata in Identify Records on our Customer Support website:

- Identify Database Metadata Elements quick reference list of all elements in the Identify Database [http://support.ringgold.com/identify-database-metadata-elements]

- Ringgold Types classification system developed by Ringgold to categorize organizations [http://support.ringgold.com/ringgold-types]

- Ringgold Tiers [http://support.ringgold.com/ringgold-tiers]

- Identify Academic Classifications additional layer of classification for records with Ringgold Type academic/* [http://support.ringgold.com/identify-classifications]

- Identify Online Glossary common terms used in Ringgold’s Identify Online service [http://support.ringgold.com/identify-online-glossary]

Effortless new way to get in touch if you’d like us to review records. Export records quickly in a variety of formats. Immediate and unique view of organizational relationships.
FAQs
For Frequently Asked Questions visit: https://support.ringgold.com/identify-online-faq/

Tips & Tricks
For Tips & Tricks including search tips, tech issues, naming policies, browser advice, field restrictions visit: https://support.ringgold.com/tips-and-tricks

Support and further assistance
If you have questions please contact us:

Customer Support:
Dedicated help site at http://support.ringgold.com
Email support@ringgold.com