



## Quick Reference Card

# IDC.com User Guide



## Contact Technical Support

### Australia

tel: +61-2-9925-2245  
email: [AU\\_Support@idc.com](mailto:AU_Support@idc.com)

### Europe, the Middle East and Africa

tel: +44 (0) 20 8987 7153.  
email: [emeasupport@idc.com](mailto:emeasupport@idc.com)

### Japan

tel: +81-3-3556-4761  
email: [JP\\_Support@idc.com](mailto:JP_Support@idc.com)

### Korea

tel: +82-2-551-4380  
email: [KR\\_Support@idc.com](mailto:KR_Support@idc.com)

### North America


tel: 1-800-343-4935 ext. 4323  
or 1-508-935-4323  
email: [idc\\_support@idc.com](mailto:idc_support@idc.com)



### Singapore (Asia/Pacific regions)



tel: +65-6228-7717  
email: [AP\\_Support@idc.com](mailto:AP_Support@idc.com)

Registering on IDC.com	
Register for a user account to gain access to research and personalized settings. If your company has an account with IDC, the Corporate Administrator can assign your access to the specific research your company has purchased from IDC.	
1.	Click the <b>Register</b> button on the home page to go to the registration page.
2.	Fill out the form including all required fields, then click <b>Submit</b> .
3.	Your IDC.com account is now active.
4.	Confirm with your Corporate Administrator that you have been granted access to your company's research subscriptions.
You must be added to your company's account research groups in order to have access to Research Subscriptions.	
IDC MAPS	
IDC's <b>Market Advisory Portfolios (MAPS)</b> bring reliable, high-impact insight and advice on important topics into focus. View information associated with these topics by clicking on the <b>MAPS</b> titles on the home page.	

How to Set Preferences	
Set <i>Preferences</i> is where you set new research alerts and determine research displays on your <i>My IDC</i> page, as well as Suggested Research and Events throughout the site.	
1.	Login to IDC.com.
2.	Click <b>User Preferences</b> under the <i>My IDC</i> Tab.
3.	Select from the <i>Interest Areas</i> and <i>Geography</i> lists.
4.	Click <b>SUBMIT</b> at the bottom of the screen when done.
5.	You can also select <b>Analysts</b> and <b>Subscriptions</b> .
6.	Click <b>SUBMIT</b> at the bottom of each screen when done.
7.	Select a frequency and type of email notification you want to receive from IDC.
8.	Click <b>SUBMIT</b> to apply your selections.
<i>Preferences</i> may be changed at any time to reflect your evolving interests.	

How to Browse Research or Events	
Use the <i>Research</i> tab and the <i>Events</i> tab to research by topics and a regional selection of events.	
1.	Click on either the <i>Research</i> or <i>Events</i> tabs located in the tab bar at the top of each page.
2.	Select from list of topics or choose a region to browse.
How to Perform a Simple Search	
Use the simple search field and associated drop-down list at the top of every page to perform simple searches through all of IDC's research content. Event information is not included.	
1.	Type a word or phrase (in quotes) in the simple search field.
2.	Select the language you want to search in the drop-down field list.
3.	Click <b>GO</b> to execute the search.
4.	Use the Narrow-By menus to the left to refine the results.
How to Perform an Advanced Search	
Use the <i>Advanced Search Tools</i> to perform precise searches throughout IDC's content.	
1.	Click the <i>Advanced Search</i> link found at the top of every page throughout the site, or on one of the <i>Finder</i> links.
2.	Choose Search All or Events, Analyst, Tables or Forecasts.
3.	Enter a keyword(s), or a phrase (in quotes) in one of the keyword fields. Multiple keywords separated by spaces will automatically have "OR" appended between them by the search engine. Use the Boolean selectors to build complex queries.
4.	Select a publication date range.
5.	Select My Research Only if a customer. <i>You must be logged in to your account for this option to appear.</i>
6.	Click on the <b>SEARCH</b> button.
7.	Use the Narrow-By menus to the left to refine the results.
How to Save A Search	
Use the <i>Create Search Alert</i> link on search results to save your search parameters to your bookcase to run conveniently at a later date, or schedule regular runs for results delivered by email.	
1.	Submit Search.
2.	Click <b>CREATE SEARCH ALERT</b> link at top of search results page.
3.	Type a name for your query in the <i>Search Name</i> field.
4.	Select a bookcase from the <i>Bookcase</i> drop-down list.
5.	Select a shelf from the <i>Shelf</i> drop-down list.
6.	Select a notification frequency from the drop-down list.
7.	Click <b>SUBMIT</b> to save the search parameters.
	Select an email notification frequency to have IDC.com notify you when new research is published that matches your search criteria. We will only alert you to new items you have not received before.

Viewing "My Research"	
The <i>My Research</i> page displays only research that is published to your subscription services.	
1.	Login to IDC.com.
2.	Click <u>My Research</u> under the <i>My IDC</i> tab.
3.	Click the <i>Select Subscriptions</i> link in the Search Results box at top to select from a list of your subscriptions.
4.	Click <b>SUBMIT</b> to save your selection(s).
5.	Use the Narrow-By menus to the left to refine the results.
	Click the <i>Select Subscriptions</i> link in the Search Results box at top to change your selections at a later time.
How to View Research and Events	
IDC.com integrates access to research and event information throughout the site. Follow the steps below to view:	
1.	Click the research or event title link to view the <i>Document At A Glance</i> or <i>Event Details</i> page.
2.	Click the <u>Table</u> and <u>Figure</u> links to view associated lists.
3.	Click <u>Download PDF</u> under <i>any document you have access to</i> and download a printable PDF version of the document.
4.	Click <u>Full PDF</u> under <i>any document you have access to</i> and view the full document on-line.
How to Purchase Research	
1.	Clicking the "Purchase Document" link under a result or Add To Cart button will add it to your shopping cart.
2.	Click <b>CHECK OUT</b> to proceed with the purchase.
3.	Select the appropriate payment method and enter the required information.
4.	Click <b>CONTINUE</b> .
5.	Confirm purchase information.
6.	Click <b>PURCHASE NOW</b> .
7.	Print the <i>Thank You</i> page as a confirmation of your purchase. An email confirmation will also be sent.
How to Register For An Event	
1.	Select an Event from either the Home page or Events tab.
2.	Click <b>REGISTER NOW</b> to register for the event.
3.	Enter all required information.
4.	Click <b>CONTINUE</b> . Upon completion of all registration information, the event will be added to your shopping cart.
5.	Follow steps 2-8 in the " <i>How to Purchase Research</i> " section to complete your transaction.
	Registering for an event on IDC.com will also create a user account for you on the site.

My Bookcase	
Every user account on IDC.com receives a bookcase. The Bookcase is a single page where you can save links to favorite documents and analysts as well as any saved searches. You can access the Bookcase at any time simply by clicking the <u>My IDC</u> tab then the My Bookcase link underneath the tab.	
How to Save to My Bookcase	
1.	Find a research title or event proceeding you wish to save.
2.	Click "Save To Bookcase" link underneath it to add the desired item to your bookcase.
3.	A pop-up window will let allow you to save to bookcase.
4.	Type a note, if desired, in the <i>Note</i> field.
5.	Click <b>SUBMIT</b> to save the item to the bookcase.
	You can save to <i>My Bookcase</i> from any location where the bookcase link appears.
How to Create a Team Bookcase	
Team bookcases allow multiple users to share links to research. This feature can be turned on or off based on your account's needs. Contact Technical Support to turn this feature on.	
1.	Click <u>My Bookcase</u> to access your personal bookcase.
2.	Click <u>Create Team Bookcase</u> under <i>Related Links</i> .
3.	Type the name of the bookcase in the <i>Bookcase Name</i> field.
4.	Type a description of the bookcase in the <i>Description</i> field.
5.	Click <b>CREATE</b> to create the team bookcase.
	Team bookcase members who do not have access to the research will only be allowed to view the document at a glance page of research links stored on the bookcase.