Frequently Asked Questions (FAQ)

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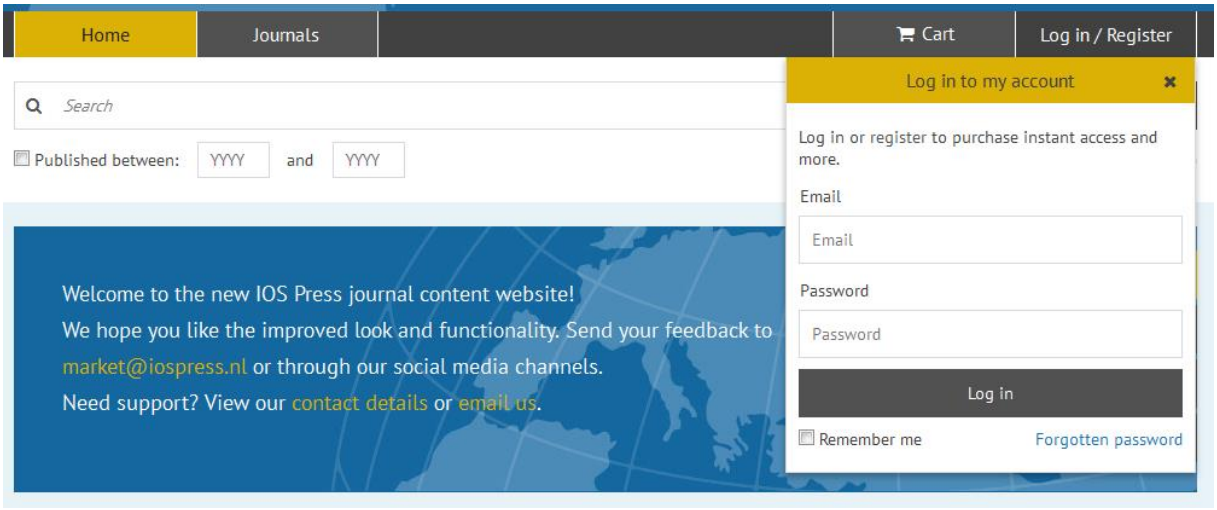
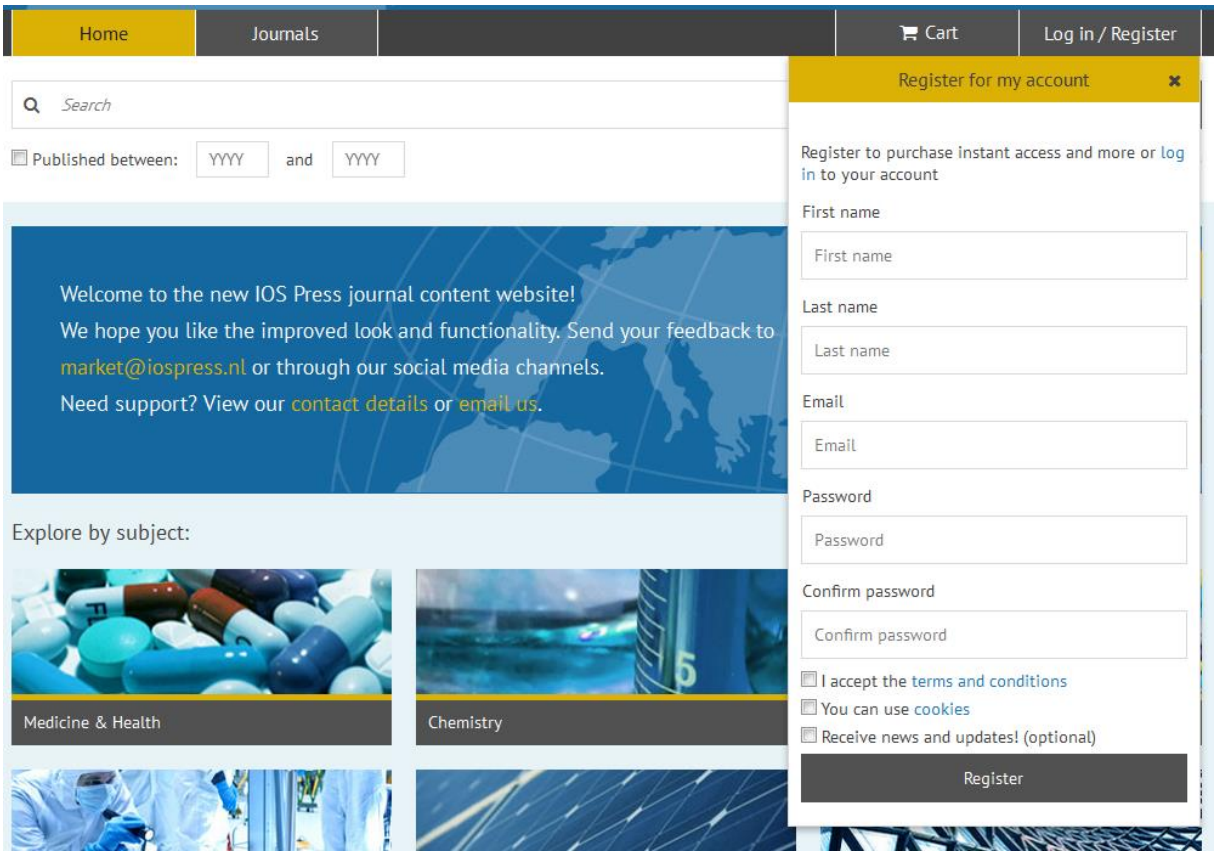
How do I register for an account?
If you don't have an account or IP recognition yet, you can register in the upper right corner of the website.



Click on 'register' and simply fill in your details.



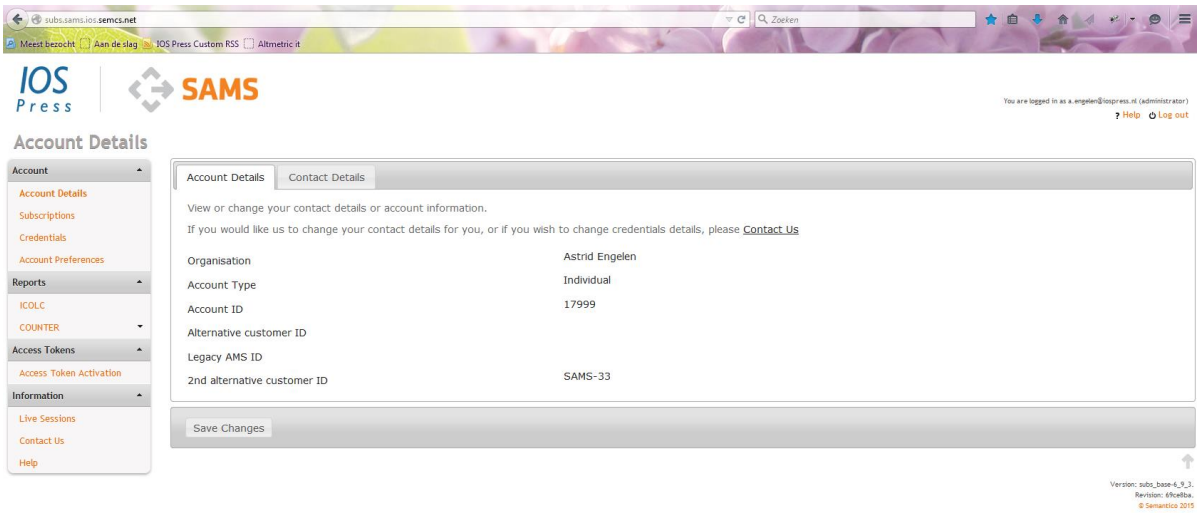
Tick the boxes, then click 'Register'.

How do I change my password?

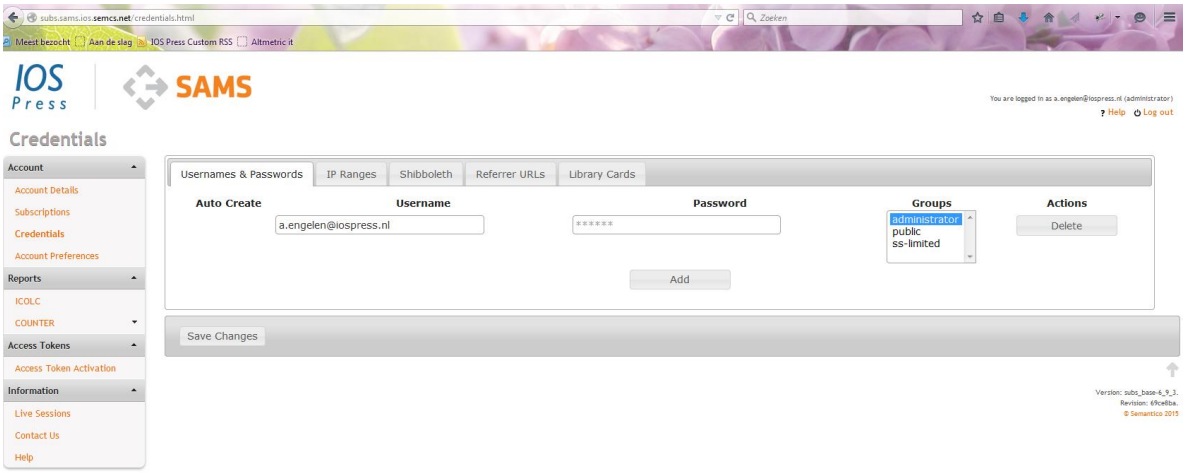
Please be aware that there are two login environments: one for the personalization account on http://content.iospress.com (to set up alerts and single article purchases) and for the institutional admin accounts on http://subs.sams.ios.semcs.net/. Here are the instructions for both:

For the institutional admin accounts:

Go to http://subs.sams.ios.semcs.net/



Go to 'Credentials' in the menu on the left.

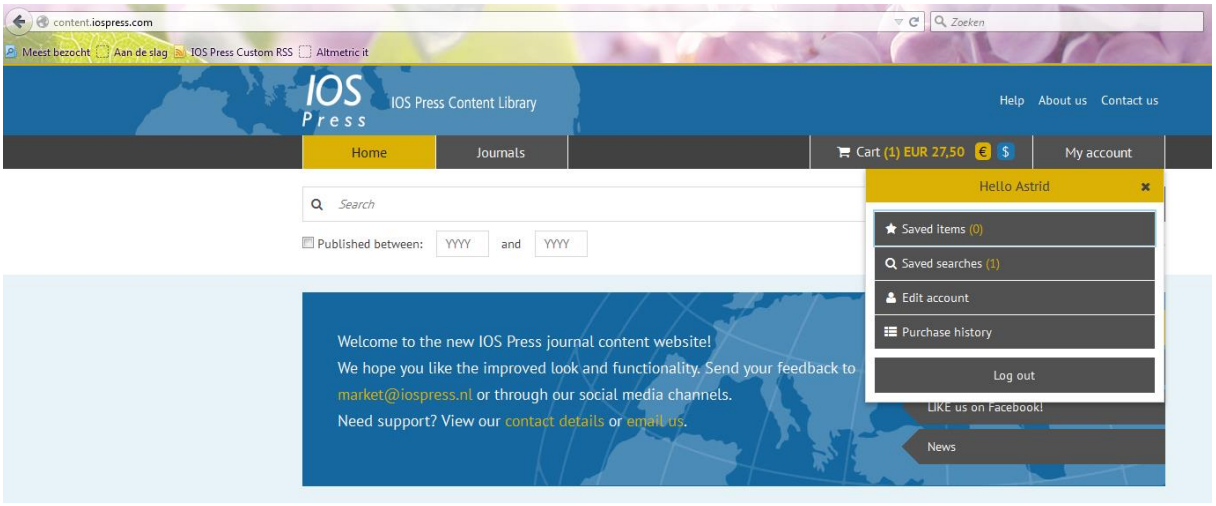


Type in your new password in the field 'Password' (it will show (not hashed), so make sure nobody can see your screen) and click 'Save Changes'.

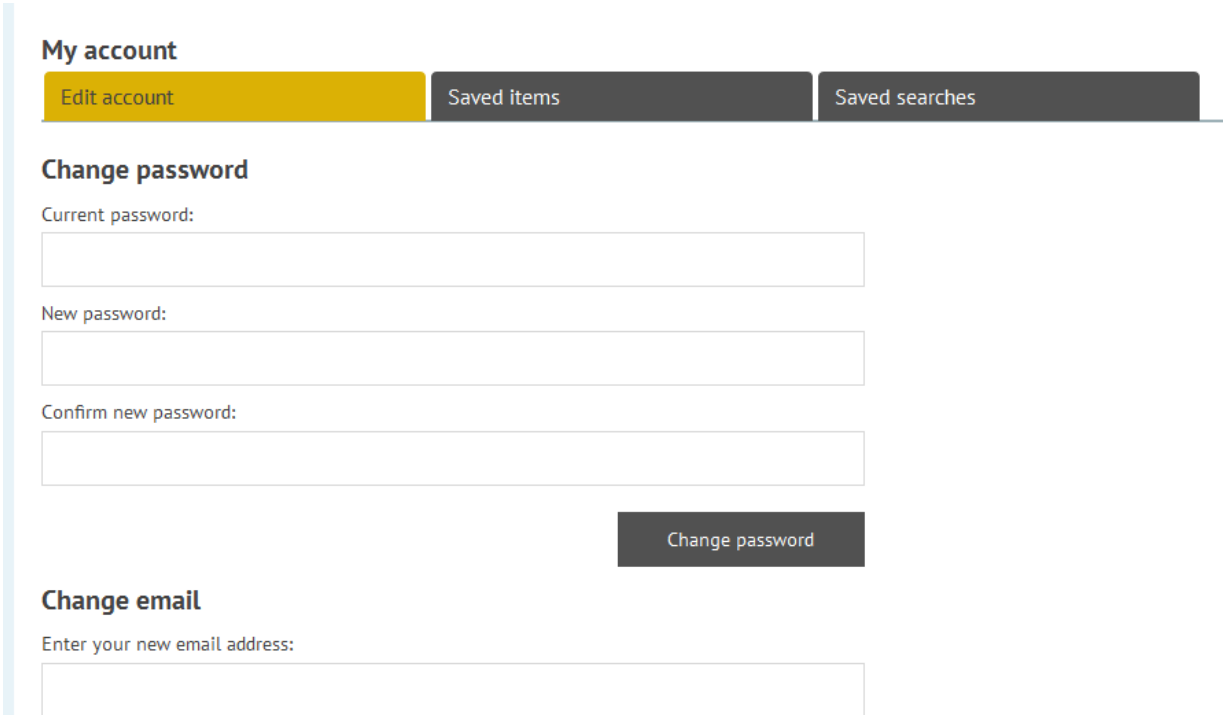
For the personalization accounts:

Go to http://content.iospress.com:

Go to 'Edit account' in the menu on the top right of the screen:



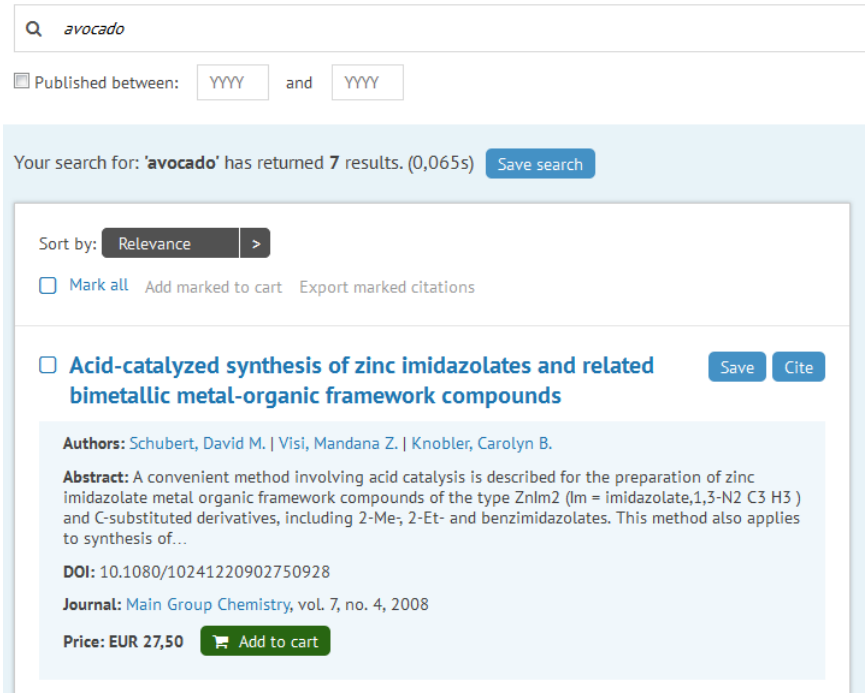
Fill in your old and new password (twice) and click ‘Change password’.



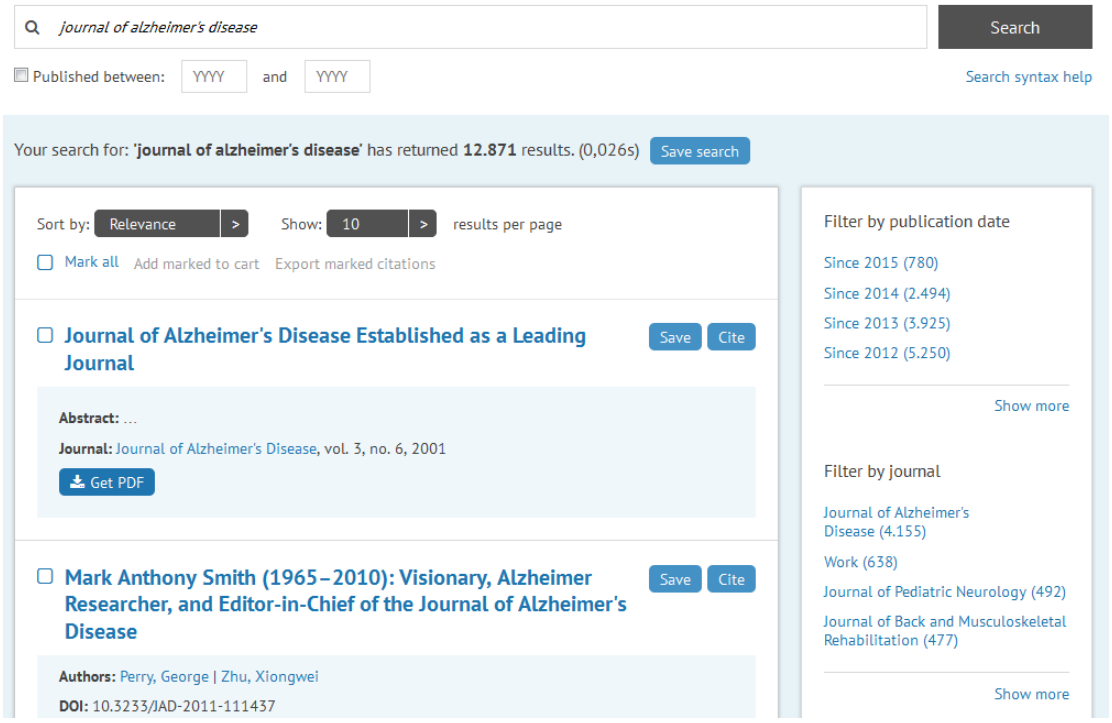
Why should I register for an account?
If you want to purchase content or if you want to set up personalized alerts, you need to have an account set up in order to do so.

If you don't register, you can browse our website and view all free content (see 'get pdf' icon).

How can I set up alerts?
You can search for a certain topic and then click on the blue button 'Save search'. You will be alerted automatically when new content is added in this topic.

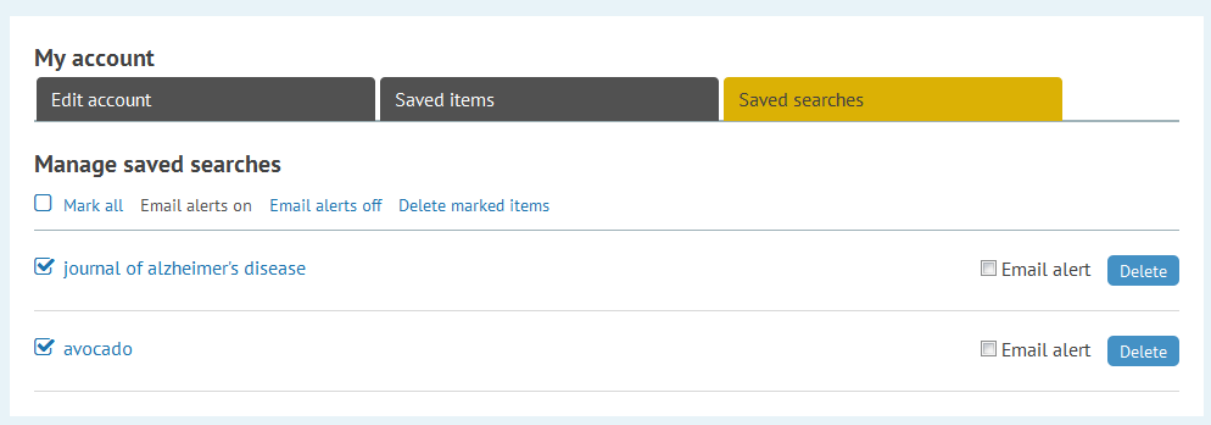


The same applies to journal alerts. You can enter the journal title and save the search to receive automatic notifications when content is added to that title..



Filter by journal on the right.

Subsequently, go to your account in the top right corner to click on the option for email alerts and click on ‘saved searches’:

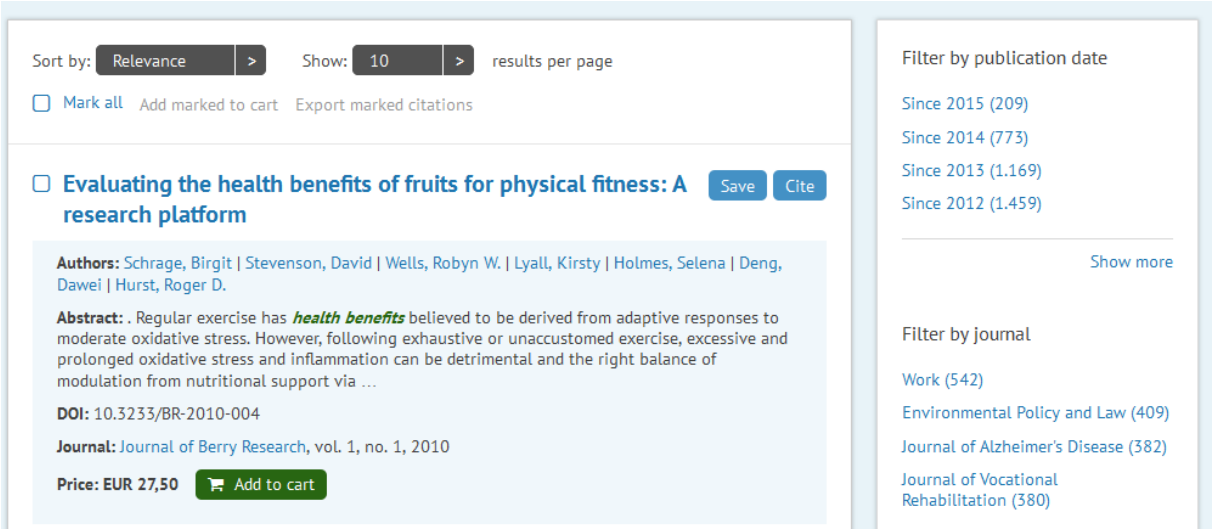


Check the boxes in front of the search you want to receive email alerts on and click on ‘Email alerts on’.

Once new content is added in your area of interest, you will receive an email.

Click ‘Remove saved search’ or ‘Delete’ if you no longer wish to receive alerts on a specific journal or topic.

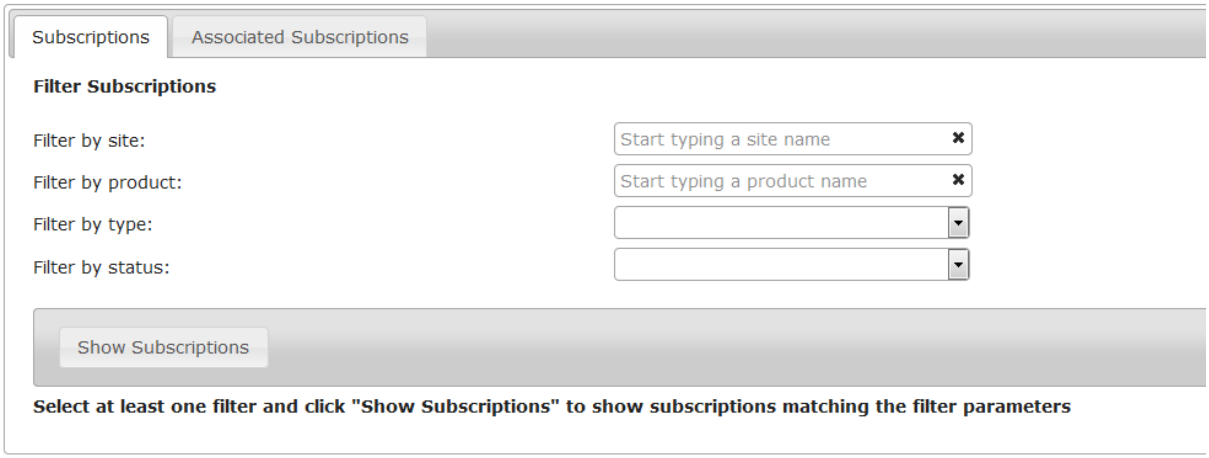
How can I save and/or cite articles?
Simply click on the button(s) next to the article(s) of your choice.



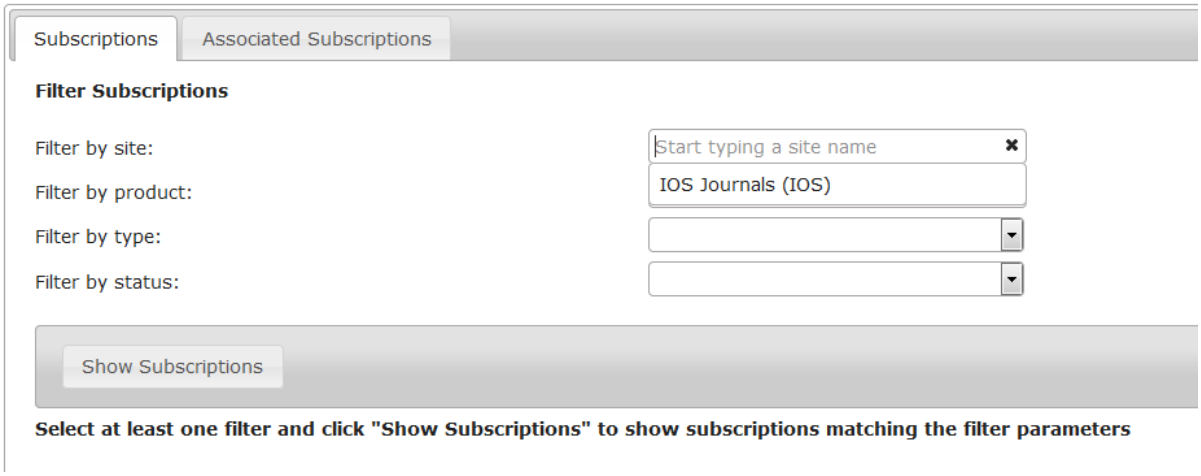
You can go to 'My account' at the upper right-hand side of the site and see your saved items.

How can I see my subscriptions in the SAMS Subscriber Services?

If you have an admin account, go to http://subs.sams.ios.semcs.net. Click on 'Subscriptions' in the menu on the left.



Select a filter. If you place your cursor inside the 'Filter by site' box, your subscription will appear.



Select it to check your subscription. Another option is to 'Filter by type'. You will usually have to select 'subscription'.

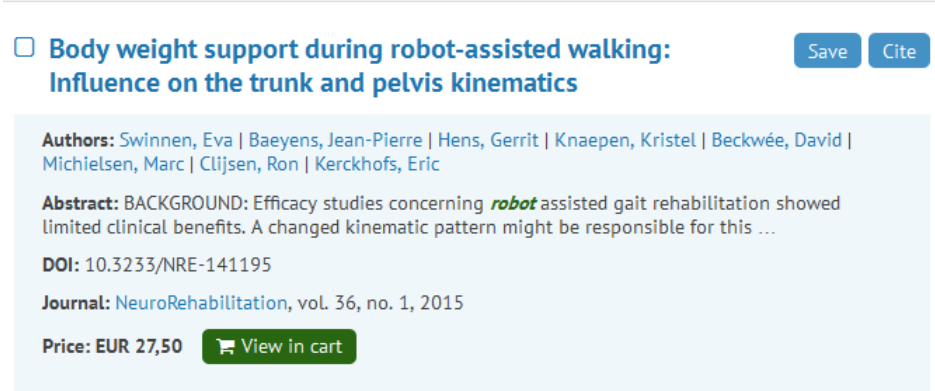
Then click 'Show Subscriptions'. Your subscriptions will show per year.

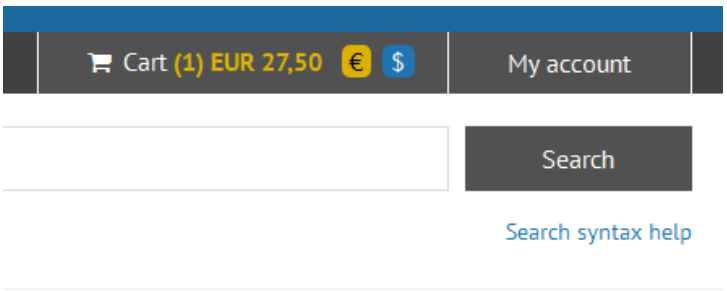
How can I tell to which items I have access?
If you or your institution has access to certain content, you can tell by the icon 'get pdf'.
If the content is not accessible to you, you will see the icon 'add to cart'.

How can I share articles?
You can share articles through social media with the social media tool on the right of the article title.

How can I buy an article?
Click on the icon 'add to cart' under the abstract of the article if you wish to purchase it.

The button will change to 'View in cart'. You can then go to your shopping cart in the top right corner of the screen, next to 'My account'.





In the shopping cart you can choose to 'Continue to check out' or 'No, I want to continue browsing'. When you're ready to go to the check out, please click on 'Continue to check out' and follow the steps there:

1- Shopping cart
2- Enter your billing address
3- Confirmation – check if everything is entered properly. Tax will be added.
4- Enter payment details and confirm.

After confirmation you will be redirected to our payment gateway where you can finalize your transaction.

How can I subscribe to a journal or a package of journals?
Please contact us at order@iospress.nl to subscribe to a journal. You can find all of our pricing models for individual journals here: www.iospress.nl/wp-content/uploads/2015/04/2015-facts-sheet.pdf

If you want a quote for a package of journals (i.e. all journals, computer & communication sciences or medical sciences packages), contact sales@iospress.nl.

Do you offer remote access?
We’re working on implementing access through Shibboleth and OpenAthens.

Access through proxy servers is possible.

I can’t log in. Help!
If you have access problems you can contact us at customerservice@iospress.nl with your details (name, institution, email address associated with the account, Metapress ID, which subscription/package) so we can re-establish your access as soon as possible.

My payment is not being processed properly. Can you help?
The system will help you as much as possible: if you make a typo, for instance, the system will tell you. If it still does not work, do let us know at customerservice@iospress.nl.

Do you charge taxes?
Yes, tax is added to every purchase.

Can I set up an RSS Feed?

RSS feeds are currently unavailable.

How can I change my IP range(s)?

Please send us an email at Customerservice@iospress.nl and we'll update your IPs for you.