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CARDonline
www.cardonline.ca

FREQUENTLY ASKED QUESTIONS

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Registration, Users and Account Managers

How do I register for CARDonline?

Access to the full database of CARDonline™ requires a paid license. The cost of the license depends upon the number of authorized users. A unique email address is required for each user.

If you are new to CARDonline, you can sign up and get instant access. Click here to order online at http://pages.cardonline.ca/subscribe-cardonline

If your company has already arranged for a subscription license, your Account Manager (the person who ordered the service) can register you, or give you the User Key so that you can sign up with your email address.

Here are the instructions for the Account Manager:
1) You need to know the User Key for your account.
2) You can confirm the User Key by logging in to Cardonline.ca with your email and password. The User Key is listed when you click on the *My CARD* tab and select the *My Account Users* option.
3) Copy the User Key
4) At the top right of the home page, click on "Create New User" link (below the login box). Paste the User Key into the field and press Continue. 5) Complete the information for the new user.
6) Tell the new user that an email is being sent to them. They need to click on the link in the email in order to activate their account by confirming their email address.

The number of authorized users is limited by your subscription license. To add more users, contact Lisa Faktor, 416-408-2300 ext. 477, lfaktor@brunico.com

Can I get instant access?

Yes. Click on the 'subscribe' tab and process your order with a valid credit card and you'll get a confirmation email right away.

How much does CARDonline cost?

There are several options depending on the number of online users for your company.

1 Annual Online License	**$600**
2 Annual Online Licenses	**$775**

Order online at http://pages.cardonline.ca/subscribe-cardonline.

For larger license packages, please contact Šã aÁœ ¢ ¦ Á at 416-408-2300 ext.Ï Ï for a quote to suit your requirements.

Why do I need to confirm my email address?

In order to protect the security of each user's personal reports under *My CARD* (in the navigation bar), you need to provide a unique email address for each user. This allows the easy storage of your custom reports under *My CARD.*

As a new user, you will receive an email. You need to click on the link in that email in order to confirm the validity of the email address.

One of our CARDonline users has left. Can we transfer their CARDonline license to another staff member?

Yes. If you are the Account Administrator (the person who ordered the license package) for your company, here's how to do it online:

1) Log in to Cardonline.ca with your email and password.
2) Under the *My CARD* tab, click on the *My Account Users* option.
3) Remove the checkmark in the Authorized column for the person who has left.
4) Click Update
5) Copy the User Key
6) At the top right of the home page, click on "Create New User" link (below the login box). Paste the User Key into the field and press Continue. 7) Complete the information for the new user.
8) Tell the new user that an email is being sent to them. They need to click on the link in the email in order to activate their account.

Alternately, you can provide the User Key to the new user and they can do steps 5 to 7.

The number of authorized users is defined by your license package. To add more users, contact Lisa Faktor, 416-408-2300 ext. 477, lfaktor@brunico.com

Can we add a new user to our existing CARDonline licenses?

Yes. This needs to be set up by the Account Manager (the person who ordered the service). Here's how to do it online:

    1) You need to know the User Key for your account.

    2) You can confirm the User Key by logging in to Cardonline.ca with your email and password. The User Key is listed when you click on the *My CARD* tab and select the *My Account Users* option. 3) Copy the User Key.

    4) At the top right of the home page, click on "Create New User" link (below the login box). Paste the User Key into the field and press Continue. 5) Complete the information for the new user.

    6) Tell the new user that an email is being sent to them. They need to click on the link in the email in order to activate their account by confirming their email address.

Account Managers, please note: Once a user has been de-authorized and the update has been completed, you need to first log off and log on again before you will see the "Create New User" tab. Without this step, you will not be able to register a new user.

The number of authorized users is defined by your subscription license. To add more users, contact Lisa Faktor, 416-408-2300 ext. 477, lfaktor@brunico.com

Does a license run for a calendar year or does it start when I order it?

Your license period is for 12 months from the date of order.

Several people in our office need to use CARDonline at different times. Can multiple people share one online license?   BACK TO TOP

The sharing of a User ID and Password is strictly prohibited and may result in termination of your account without reimbursement. The CARDonline license fee is based on the total number of individual users within an organization, not simultaneous or concurrent users. Additional user IDs can be purchased at a special additional seat price and activated immediately.

As the Account Administrator, how do I remove a user?

Only the Account Administrator can remove a user. Once a user has been de-authorized and the update has been completed, you need to first log off and log on again before you will see the "Create New User" tab. Without this step, you will not be able to register a new user.

Who is our Account Manager?

The Account Manager is the person who orders CARDonline and arranges payment for the license. If you're not sure who your account manager is, contact Customer Care at 1-844-246-3190 or email &æå&˘•ɖ{˷^¦&æɟ^O à¦˘}æ¼Ȩ¼{ and we will connect you.

Why can't I access CARDonline? I've used it before.

Your license period may have ended. Please contact Customer Care at I FÎ Ë €Ì ËƓI Ì or email &æå&˘•ɖ{˷^¦&æɟ^O à¦˘}æ¼Ȩ¼{ .

Are there special services and rates for students or libraries?

For libraries, the basic license costs $750. Arrangements can be made for it to be based on your library's IP address. There are some special considerations, so please email Customer Care with your requirements.

Data and permitted uses

How many media listings will I have access to with CARDonline?

There are over to 8,000 listings on CARDonline. You can see the number of listings by category on the home page.

Will I find rate information for radio and TV broadcasters?

Yes. Search by market or click on the category under the Media heading to see the complete list.

You need to have a license to see the detailed information for each station.

The information presented for each station depends on what information has been provided by the broadcaster.

I can use the Search function, but I'm blocked from the details. What can I do to get complete access to CARDonline?

Without needing to log in, you can see the list of media that are listed at CARDonline. This allows free access to preview the names of media properties that meet your search criteria. In order to enjoy full access to all the data, you need to purchase a data license.

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How often is the content updated?

The updating process occurs daily. We work with media companies to ensure information is up to date. If you notice data that looks like it needs to be changed, please feel free to bring it to our attention and we will contact the media property.

Can I use the data on CARDonline to create my own email lists?

You can add contacts to your contact list using the V-Card button and contact individuals to request more information. However, the use of CARDonline data for mailing lists is prohibited by the License Agreement that you need to accept when you log in to CARDonline. We could not obtain the co-operation of the media properties listed if we did not protect them from unsolicited mailings.

For complete user conditions, see the links at the bottom of each page for Terms of Use and Licensing.

My computer crashed in the middle of creating a report. Is all my work lost?

Any work on CARDonline that has not been saved as a list or report may be lost. Remember that it's easy to create a list and add to it. Your lists can be accessed by clicking on *My CARD* on the navigation bar.

When you create a report, you are downloading the information from CARDonline to your computer as an Excel spreadsheet. You are encouraged to save your spreadsheet regularly on your computer to protect you from any power outages or other disruptions. Of course, electronic backup for work files varies from company to company.

<u>System Requirements</u>

We use both MAC and PC computers. Are there any differences in how we access CARDonline?

No. This is a web-based service. It works with most popular browser platforms.

What are the browser requirements for using CARDonline?

You need to have a browser such as Internet Explorer, Firefox or Safari. The reports created by CARDonline are downloaded to your computer as Excel spreadsheets. So you require Excel or a program that can open Excel spreadsheets.

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FREQUENTLY ASKED QUESTIONS

I've logged into the site but cannot fully use the Search functions. How do I check my authorized access to CARDonline?

Check your access profile to make sure you are classified as an Authorized User by going into *My CARD*, select Update Account and tick the User box on your profile page. Submit this change and your access will be granted (as long as your company has not already used all of its licensed user accounts).

Why does the system automatically time out every 60 minutes?

The system will log you out after 60 minutes if there is no activity. You will lose any work you have done unless you have saved it as a new search result or report. This feature is designed to allow for efficiency on the site; with unlimited access, you would experience site delays.

Advertising information

Are there opportunities to place ads on CARDonline?

Yes, you can obtain information by clicking on the Advertise tab. For immediate advertising information, please contact Lisa Faktor or phone 416-408-2300 ext.477.

Click here to find our rate card and full contact information at
http://pages.cardonline.ca/advertise-cardonline