

Factiva.com

Alerts Quick Reference Card

The news never stops but you don't have to worry about missing important stories when you use Factiva alerts. Factiva automatically scans incoming news along with constantly updated Website content for the topics, search terms or companies that interest you. The latest articles are then sent to you via email or RSS at selected times during the day or on a continuous basis. And you can view your alert online at any time.

Create a new Factiva alert

Stay current with news on companies, issues and subjects of interest. Receive new information daily or intraday via e-mail delivery, RSS or online viewing.

1. Once you have run a search in Factiva.com, click *Save as an Alert*.
2. Or click *Alert* then *Manage Alert* then *Create New Alert*.
3. Name your alert with up to 25 characters.
4. Enter your search query along with any Factiva Intelligent Indexing codes in the open search field, if applicable.
5. Select the delivery options for your alert:
 - a. *News Pages* allows you to add news stories to your personal news page.
 - b. *Bundled E-Mail Delivery* groups all your alerts into the same e-mail delivery. Refer to the section titled "Receive all your alerts in the same e-mail delivery" for details.
 - c. *Custom E-Mail Delivery* allows you to select e-mail delivery options for this alert:
 - i. Select *Scheduled E-Mail* to receive new stories once or twice a day.
 - ii. Select *Continuous E-Mail* to receive new stories whenever they become available.
 - iii. Enter the e-mail address to receive the alerts.
 - iv. Select other delivery preferences, including time zone, language and content format.
6. Click **Start Alerting**.

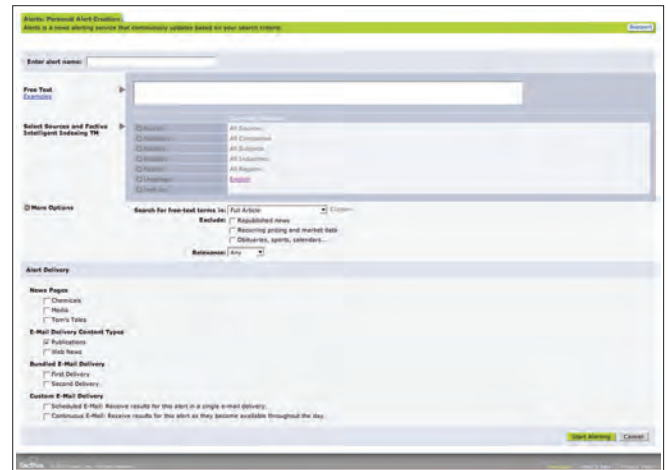


figure 1.1 Create a new Factiva alert

Receive all your alerts in the same e-mail delivery

Bundle all your alerts into a single e-mail delivery, rather than receiving each alert in a separate e-mail delivery.

1. Click *Alert* then *Manage Alerts* to view all available alerts.
2. Under Personal Alerts or Assigned Group Alerts, click *Options* next to *Bundled Delivery*.
3. From the list of alerts on the left, click on any one of the alerts that you'd like to send together.
4. Click *Add* next to First Delivery, Second Delivery or both. The alert will appear in the appropriate delivery boxes on the right.
5. Continue to add alerts into the appropriate delivery boxes.
6. From the drop-down menu, select *delivery times* for the first and second alert deliveries (as appropriate).
7. Click **Save**.

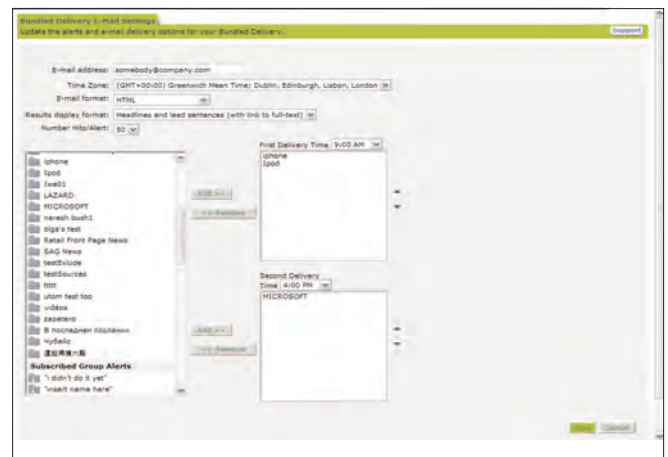


figure 1.2 Bundled delivery E-mail settings

Manage your alerts

Change any option for existing alerts, including delivery, setup, deletion or search criteria.

1. Click *Alert* then *Manage Alerts* to view all available alerts. Or click *Alert* then *View Alerts* then select an alert to view the results.
2. Click *Edit* to change the search query or delivery options.
3. Click *Share* to enable other Factiva users to also receive your alert results.
4. Click *Delete* to cancel the alert.
5. Click *Public* to make a previously shared alert unavailable to other Factiva users (i.e., change a public alert to a private alert).
6. Click **Save** to activate your changes.

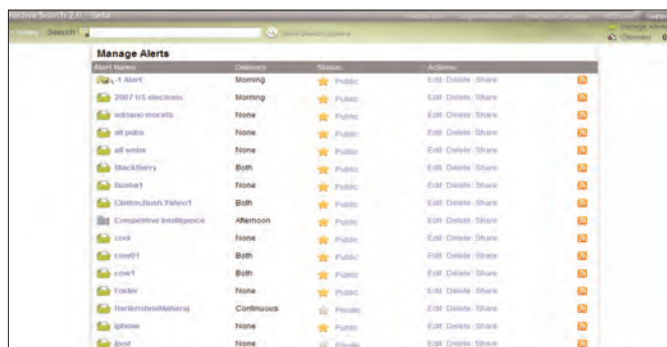


figure 2.1 Managing your alerts

Format your alerts for optimal mobile viewing

Special mobile formatting removes graphics and other formatting to provide a streamlined reading experience.

1. Click *Alert* then *Manage Alerts* to view all available alerts.
2. Click *Edit* next to the alert name.
3. Scroll down to delivery options and select *Scheduled E-Mail* under *Custom E-Mail Delivery*, if appropriate.
4. Select *Mobile* from the drop-down menu for E-mail format.
5. Verify other delivery settings.
6. Click **Save**.



figure 2.2 Optimizing for mobile delivery

Share an alert with another Factiva user

Enable other Factiva users to benefit from the same information you are monitoring by inviting them to share your alert.

1. Click *Alert* then *Manage Alerts* to view all available alerts. Or click *Alert* then *View Alerts* then select an alert to view the results.
2. Click *Share* next to a specific alert.
3. In the form, enter your name and email address along with the e-mail address(es) for the Factiva users who should receive an e-mail invitation to share your alert. Add a personal message if desired.
4. Click *Copy me* if you would like a copy of the invite sent to you.
5. Click **Send Invite**.
6. The alert invitation is sent via e-mail where it can be either accepted or rejected.
7. Once you share an alert, any changes you make to the alert (including deletion) will be reflected for anyone it was shared with.
8. Once an alert is shared, it is labeled *Public* in your Manage Alerts page. Alerts that you have not shared are labeled *Private*.



figure 2.3 Sharing alerts with other Factiva users

View your alerts alongside other content using RSS

As an alternative to filling up your e-mail with alerts, you can deliver Factiva alerts (and other content from a variety of sources) to an RSS reader.


1. Click *Alerts* then *Manage Alerts*.
2. Click  next to any alert you want to view in your RSS reader.
3. A new window opens containing XML code for the RSS reader. The browser address bar contains the URL that generated the new XML window.
4. Depending on how your RSS reader works, you may have to cut and paste the URL from the browser address bar into your reader. Other readers can identify an XML/RSS browser window and automatically capture the location of the file.



figure 2.4 Using RSS as an alternative to E-mail

Need more Answers? Log in to Factiva.com and click the **Support** link in the upper-right-hand corner to access Factiva's Membership CircleSM for more answers.