

## MediaSource Research (MSR) FAQs

**Q. What are the system requirements?**

**A.** Windows, Internet Explorer 6.0 or higher.

**Q. When can I access the product?**

**A.** You will have access to the product within 24 hours of signing the License Agreement. You will receive a login and password via e-mail from our Chicago office and as long as you have access to the Internet, you can login at any time and from anywhere.

**Q. What kind of information is listed?**

**A.** Depending on the version that you've purchased, MSR contains names of:

- ▶ media including address, telephone, fax, e-mail, and website addresses
- ▶ editors and their beats with telephone, fax, e-mail, and editorial profiles
- ▶ television and radio shows, hosts and anchors

**Q. Can I perform searches?**

**A.** Yes. You are able to perform Quick and Power searches. The Quick Search feature allows you to look up individual information based on specific criteria; a Power Search will allow you to search on many parameters.

**Q. Can I create lists?**

**A.** Yes. Using the Power Search function, you can create and build lists using multiple search parameters to target specific media and contacts.

**Q. Can I add my own contacts?**

**A.** Yes. The software allows you to add your own contact information. This will not be affected by Cision updates. You are responsible for keeping this updated.

**Q. Can I print reports?**

**A.** Yes. A variety of user-friendly and detailed reports for follow-up are provided in pdf or rich text format.

**Q. Can I print labels?**

**A.** Yes. There are a variety of industry standard label sizes by Avery listed for your convenience.

**Q. Can I export the information?**

**A.** Yes. You can download your lists, in comma-separated values (.csv), and import them into other programs (such as Excel, Word).

**Q. Can I fax directly from the software?**

**A.** No. You cannot fax directly from the software.

**Q. Can I e-mail directly from the software?**

**A.** You may e-mail **an individual** directly from the software by clicking on his/her e-mail address and it will launch your e-mail software with that individual's name in the "To" field.

**Q. Can I distribute my lists via e-mail, fax or mail?**

**A.** Yes. You can use the navigator button (Distribution) on the left-hand side of the screen to **purchase** any one of these three services. There is a minimum fee for using our E-mail/Fax server if you're a subscriber to MSR Canada.

**Q. How often is the data updated?**

**A.** The data is fully updated yearly. As it is updated, it will be posted on a daily basis.

**Q. How will my lists be updated?**

**A.** Your lists are automatically updated by the system. Please note that if you have exported your lists to another program, those lists **will not** be updated.

**Q. Where are my lists saved?**

**A.** All lists, notes, tasks, projects and appointments are saved on the Cision server. This way you are able to access it at anytime or anywhere you can connect to the Internet.

**Q. Is my information secure?**

**A.** Yes. Your access to MediaSource is password-protected so no one else can access your lists, notes or tasks.

**Q. Can I share my lists?**

**A.** Yes. Your System Administrator will assign access rights for users wishing to share folders.

**Q. Can I change my password?**

**A.** Yes. You can change your password using the System Administrator file menu.

**Q. Who do I call if I forget my password?**

**A.** Cision Canada does not have access to passwords (security issue). You must contact the Support Department at 1.800.588.3827 in Chicago.

**Q. Can I modify any of the information?**

**A.** Yes. The system allows you to change information and to notify Cision (Chicago) of the change. The new information will be included in the database after the Research team confirms it.

**Q. Can I share my login and password?**

**A.** If you provide your login and password to someone else, be aware that only one person at a time can access the account.

**Q. How can I get training?**

**A.** You can view the MSR webinar training schedule, and enroll at [http://us.cision.com/msr\\_weekly\\_training\\_webinars.asp](http://us.cision.com/msr_weekly_training_webinars.asp) or e-mail a request to [training.us@cision.com](mailto:training.us@cision.com) and someone in the training department will contact you with available dates. You can also call the Support number at 1.800.588.3827 to set up a training session.

**Q. How do I change the current System Administrator's name to mine?**

**A.** Your Account Manager will provide you with the System Administrator Change Form. You must complete and return it to our Chicago office at [mediasourceadmin.us@cision.com](mailto:mediasourceadmin.us@cision.com). You will then receive an e-mail with your own login and password. If your account has multiple users, you will then be responsible for maintaining the logins/passwords of those users.

**Q. How do I get rid of the expiry message that pops up every time I access the product?**

**A.** This means that you have not paid your renewal invoice. If the invoice is not paid by the expiry date, the system will shut down. Upon payment of the invoice, the expiry message will disappear.

**Q. How do I get support?**

**A.** Technical Support can be reached at 1.800.588.3827 or by e-mail at [support.us@cision.com](mailto:support.us@cision.com)