

AASHTO DIGITAL PUBLICATIONS

DISTRIBUTION OF COMPLIMENTARY COPIES TO AASHTO MEMBERS

— FREQUENTLY ASKED QUESTIONS —

NOTIFICATION OF THE AVAILABILITY OF COMPLIMENTARY COPIES NEW AASHTO DIGITAL PUBLICATIONS

▪ **How are AASHTO members notified of the availability of complimentary copies of new digital publications?**

When AASHTO releases a new digital publication, AASHTO members will receive a notification e-mail from the AASHTO Online Store informing them of the publication's availability, along with the instructions for accessing it.

▪ **Who will receive the notification from AASHTO of the availability of complimentary AASHTO digital publications?**

When complimentary copies of new digital publications are available for members, AASHTO will send an e-mail directly to the state DOT member's representative on the Standing Committee responsible for the production of the publication. A copy of the notification e-mail will also be sent to the AASHTO Board of Directors, as well as to any related AASHTO committees or subcommittees involved in the publication's production.

For Associate members, AASHTO will send an e-mail to the individual identified as the organization's point of contact for AASHTO publications.

▪ **What information is included in the notification e-mail?**

The notification e-mail includes information about the digital publication, including its title, description, item code, digital format (either PDF download or web-based), quantity of complimentary copies, and a promotion code which will allow you to "purchase" your complimentary member publications at \$0.00 cost. The notification e-mail also includes detailed instructions on how to access the digital publication, as well as share it with co-workers.

ACCESSING A COMPLIMENTARY AASHTO DIGITAL PUBLICATION

▪ **How do AASHTO members access complimentary digital publications?**

Once the notification e-mail is received, either the Standing Committee member to whom the e-mail is directed, or a designee, will need to follow the instructions provided to access the digital publication. Members will need to "purchase" the digital publication (at \$0.00 cost) and, once purchased (at \$0.00 cost), they can then share the complimentary digital publication with co-workers.

▪ **Do I have to be registered as an AASHTO E-Affiliate in order to access a complimentary digital publication?**Yes.

In order to access your complimentary digital publication, you must be registered as an AASHTO E-Affiliate, AASHTO's publication program through the AASHTO Store, <https://store.transportation.org>, using your member department e-mail address—not a personal email address—as your member department e-mail address authenticates your access to your member benefit. You will need to use the same login/account information each time you access your digital publication.

▪ **How do I share complimentary AASHTO digital publications with my co-workers?**

To allow your co-workers access to complimentary digital publication, you will need to provide them with the link to the digital publication, which is included in the notification e-mail, and your login information, i.e., AASHTO Account e-mail address and password.

If you prefer that your co-workers not use your personal AASHTO Account e-mail address and password to login to the complimentary digital publication, you can, instead, provide them with alternate login information, the digital account number and password associated with your AASHTO Account. If you do not know your digital account number and password, you can obtain it by clicking the My Account on the homepage of the AASHTO Store, <https://store.transportation.org>, while not logged in, and then clicking on "Forgot your password?". You will receive an e-mail that contains your AASHTO Account e-mail address and password, as well as the digital account number and password. You can then share the digital account number and password with your co-workers, so that they can login to the digital publication.

▪ **Will I need these access codes every time I access/open a complimentary digital publication?**

Yes, every time you and your co-workers wish to open and view a digital publication, you will need to enter the same log in/account information (or digital account number and password as described above) used to initially purchase the digital publication.

▪ **Is there a time limit on "purchasing" a complimentary digital publication?**

Yes. You must "purchase" (at \$0.00 cost) a complimentary digital publication within one year after receiving notification of its availability.

LICENSES/SUBSCRIPTIONS

▪ **How many licenses will I receive for a complimentary digital publication?**

Typically, state DOT members will receive five (5) single-user licenses/subscriptions for each digital publication that we distribute, unless otherwise stated in the notification e-mail. Associate members will receive one (1) single-user license/subscription.

▪ **Do multiple users have to take turns accessing a digital publication?**

At any given time, up to five users for state DOT members or one user for Associate members can be logged in to the same digital publication at the same time.

▪ **Are the user licenses tied to a specific person or computer?**

No. User licenses/subscriptions are not tied to a specific person or computer. This means that at any given time, any five users (or one user for Associate members) can be logged in to the same digital publication at the same time.

▪ **What happens if more than the allowed number of users try to access the same digital publication?**

If all user licenses/subscriptions of a digital publication are in use and someone tries to log in to access the digital publication, that person will receive a message informing them that all the licenses/subscriptions are in use and that login is closed.

TECHNICAL SUPPORT/QUESTIONS

▪ **Who do I contact for technical support?**

If you have problems accessing your complimentary AASHTO digital publication, contact our technical support department: E-mail: support@engineering.com | Phone: 703-722-2980, ext. 301

▪ **Who do I contact for questions about AASHTO publications?**

For specific questions about complimentary digital publications, or general questions related to AASHTO publications, contact Michele Langham, AASHTO Publications:

E-mail: mlangham@ashto.org | Phone: 202-624-5838