# Customer Frequently Asked Questions

**With companies closing their offices due to the COVID-19 situation, will this impact my access to the Gale products my institution subscribes to?**
No. Gale resources are always available to users online from anywhere, at anytime. The COVID-19 pandemic is not causing any negative impact on the products or services that we provide. We are prepared to handle the increased usage that may occur during this time.

**With students and faculty working remotely due to COVID-19, will Gale remove limitations on concurrent seat users?**
Gale products already provide unlimited simultaneous access to all users, ensuring zero runaways as remote usage increases. No changes need to be made.

**What training resources does Gale have to support teachers as schools shut down and move to online learning environments due to COVID-19?**

We have created a landing page of resources to support libraries and educators impacted by COVID-19, to supplement the on-demand training available through support.gale.com.

**What sort of teaching and PD resources does Gale have available to support teachers as schools shut down and move to online learning environments due to COVID-19?**
Available on our resource page is a free professional development eBook collection to help librarians and educators quickly learn and apply new skills as they transition to virtual learning including such titles as *Emerging Technologies in Virtual Learning Environments*, *Exploring the Effectiveness of Online Education in K-12 Environments* and *Teaching and Learning in Virtual Environments: Archives, Museums, and Libraries*.

**How can students continue to get access to your resources as their everyday classroom activities transition to an online learning environment?**
Gale has and continues to support a variety of authentication methods including RPAS (Remote Patron Authentication System) ensuring seamless access on or off campus. Gale also integrates with LMS systems such as Blackboard, Canvas, D2L, Schoology, Moodle and others, providing easy access to Gale resources to support online learning. Visit our LMS support page for more information.

**How has Gale responded to the increased demand for information related to the COVID-19 outbreak?**
There are many ways we're responding. First, as a publisher, we worked quickly to ensure all information across Gale's products was up to date, both in terms of content, and technology like keyword indexing and auto-complete, to help users find credible information on the coronavirus/COVID-19. Where needed, we partnered with science experts to create new overview content to contextualize the periodical and reference materials provided.

Second, as your partner, we have created a comprehensive online toolkit to help you optimize your existing resources, round out your collections with additional health resources or content for teaching, learn how to transition to virtual learning, and more.

**I don't know which Gale resources my institution subscribes to. How do I find out?**
Go to support.gale.com and log in with your Location ID to see all resources you have access to directly or through our consortia partners. (How to find your Location ID)

**What else should I know about my Gale resources?**

- All Gale content is DRM-free, which allows users to download, print, save and share documents for future or offline use without having to worry about losing access.

- Gale's responsive design makes it easy for users to access products on any device, without needing to download any additional applications or software.

- Integrations with G Suite for Education and Microsoft 365 tools promote remote collaboration by letting users send content directly to Google Drive, Google Classroom and Microsoft OneDrive.

- Gale's "Get Link" tool allows libraries to share direct links to content; users will be able to view these linked pages without needing to authenticate into the product.