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## 360 Link

- **Product Documentation**

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Access the latest documentation for Ex Libris products

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- Overview
  - Configuring 360 Link and Setting Up Sources and Targets
  - Usage Statistics
  - Help and Troubleshooting
  - FAQ's (Frequently Asked Questions)
  - 360 Link Accessibility Statement
  - Security and Data Privacy
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- **Training**

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Learn new skills and get certified with our tutorials, recorded training and other materials

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- Overview
  - Client Center Essentials
  - 360 Link Essentials
  - Client Center Extended Training
  - 360 Link Extended Training
  - 360 Link (legacy version): Video Tutorials
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- **Release Notes**

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Stay informed about the features and capabilities included in each product release

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- 360 and Intota Services Roadmaps
  - 360 Link: Release Notes and Status Updates
  - 360 Link Release Schedule
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- **Knowledge Articles**

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Search our extensive knowledge base for answers to commonly raised questions

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- 360 Link: 1-Click: Some Providers Don't Work with Helper Window
  - 360 Link: Citation Error Screen When Looking Up a PMID (PubMed ID)
  - 360 Link: DOI-based article-level links for DOAJ require matching domain URL in the KnowledgeBase
  - 360 Link: Frequently Asked Questions (FAQ)
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- 360 Link: How do I check when the Google Scholar index was last refreshed?
- 360 Link: How do I configure custom URLs to include my Account ID for ProQuest databases?
  - 360 Link: How do I prevent the "We do not have enough information" error from occurring?
  - 360 Link: Links Don't Open in a New Browser Window
  - 360 Link: Ovid Article Linking
  - 360 Link: Springer Transition to https -- effective August 16, 2017
  - 360 Link: Troubleshooting an Article Preserved on Your LOCKSS Box
  - 360 Link: OhioLinks Migration from Olinks
  - 360 Link 链接出现空白页？
  - Blank Page Appears When Linking via 360 Link and EZproxy to Abstracting and Indexing Databases
  - Can a closed Salesforce case be re-opened?
  - Chrome browser identifies connection as "Not Secure"
  - Customer ability to close Salesforce Cases
  - How can I configure 360 Link to avoid persistent problems with the 360 Link Sidebar?
  - How do I fix the Google Scholar broken captcha issue?
  - Introduction to the Knowledge Center
  - Knowledge Center Questions and Answers
  - Tips for Advanced Document Searching in the Customer Knowledge Center
  - Viewing System Status for SaaS Environments
  - What Are the Common Causes of Full Text Linking Problems, and How Can Linking Be Improved?
  - What is a granularity mismatch and are there workarounds to improve linking?
  - What is Case Status, and What Does It Mean?
  - What is changing with PubMed LinkOut?
  - What is the impact of Google Chrome version 80 on 360 Link?
  - What procedure should be followed to alert Ex Libris of a system down?
  - What providers and databases can be added to the Sidebar Exclude List?
  - Why are article level links missing from Oxford databases?
  - Why aren't library holdings showing on the 360 Link results page?
  - Why are OpenURL links from EBSCOhost failing?
  - Where are the issue and volume links in 360 Link with IEDL results pages?
  - Why isn't article-level linking available for the Freely Accessible and Single Journals databases?
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