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## **AILALink Offline Frequently Asked Questions (FAQs)**

### **What is AILALink Offline?**

AILALink Offline is the downloadable version of our widely used and very popular web-based research tool, AILALink Online. Each subscriber receives one free download as part of a subscription.<sup>1</sup> It can be downloaded to a desktop PC or laptop depending on whether you'd like to access it while on-the-go.<sup>2</sup>

### **How do I download AILALink Offline?**

You will find the link to the Offline download under the Options tab once you're a subscriber and you've logged-in to the AILALink website, [www.ailalink.org](http://www.ailalink.org). There are brief instructions included on the site for downloading the initial file, which is approximately 560 MBs; detailed instructions can be found on AILALink Online under AILALink Help.<sup>3</sup>

### **How long does it take to download?**

Downloading time depends solely on the speed of your online connection. For those still using a dial-up connection, we strongly urge you to upgrade your service for a better user experience and to facilitate a speedier and error-free download of AILALink Offline.

Upon a successful download of the file, you will then need to install the program, which could take anywhere from 10 minutes to 40 minutes. The faster the computer, the shorter the installation time.

<sup>1</sup> Offline downloads are limited to the computer used when accepting the license agreement (*i.e.*, if you accept the license agreement on your laptop, Offline updates will be downloaded to your laptop only).

<sup>2</sup> Number of additional Offline licenses are limited to the number of concurrent online users included with your subscription (*i.e.*, an Online subscription that includes the subscriber plus 2 concurrent users is limited to 2 paid additional offline licenses—1 free license + 2 paid offline licenses = offline access for 3 users).

<sup>3</sup> Download time and speed will vary based on your Internet connection. After the initial download, you will receive monthly prompts to download additional information and updates. Update prompts are activated when an Internet connection is detected. Detailed instructions for downloading will be provided.

### **Once AILALink Offline is downloaded and installed, then what?**

Once installation is complete, you will need to activate the license file that will allow you to open and use *AILALink* Offline.

### **How do I receive updates?**

Periodic updates will be delivered via your online connection; these updates will be much smaller in size than the initial file, so time for downloading should be shorter. Upon opening *AILALink* Offline, you will see the word "Offline" at the top of the screen in the blue bar.

### **Can I just subscribe to the Offline version?**

No. Access to *AILALink* Offline is directly related to the currency of your *AILALink* Online account. Upon expiration of your account, the Offline version will cease to operate as well.<sup>4</sup>

### **Do you offer any training?**

We continue to offer *AILALink* training on Wednesdays at 2:00 pm ET, if you're interested in learning more about the site's search capabilities.<sup>5</sup> Just send an e-mail to [ailalink@aila.org](mailto:ailalink@aila.org) for a schedule of upcoming trainings.

### **Can I download AILALink Offline to my Mac computer?**

*AILALink* Offline is a Microsoft Windows-based product and may not be compatible with your computer. Some Mac models come bundled with an expansion card containing a Pentium or other Intel-compatible processor that lets you run DOS, Windows 3.1, or Windows 95 on a Macintosh. For other Macs, there are add-on solutions available, some of which can run Windows NT on a Macintosh. See [www.MacWindows.com](http://www.MacWindows.com) or other sites for more information. NOTE: ***AILALink Online*** does work with Mac computers.

If you need additional information, please do not hesitate to contact us at [ailalink@aila.org](mailto:ailalink@aila.org).

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<sup>4</sup> You must have a current subscription to *AILALink* Online in order to access the Offline version. Upon expiration of your Online account, the Offline version will cease to operate as well. Your Offline program's expiration date must be reset each year at the time of subscription renewal. Upon renewal of your *AILALink* Online subscription, you must reactivate your Offline program by downloading and installing a new License File (You will not need to download and reinstall the *AILALink* Offline program).

<sup>5</sup> Each training lasts for one hour and focuses on various features of *AILALink* Online. Each training features a 15 to 20-minute review and Q&A session. Trainings are limited to 25 people per session on a first come, first-served basis and are open to subscribers and nonsubscribers. For a list of upcoming trainings and information on how to register, e-mail us at [ailalink@aila.org](mailto:ailalink@aila.org).