

gartner.com Quickstart Guide

What is gartner.com?

gartner.com provides you with the easiest and fastest way to access your Gartner products and services via the World Wide Web (www.gartner.com).

This guide covers key features of gartner.com, including Registration, Search, viewing the latest research, browsing research, setting up Alerts, Client Support, and access requirements.

To access gartner.com, you must have Internet access (the minimum recommended modem access speed is 28.8 Kbps) and a web browser (we recommend Netscape Navigator 4.73 (or higher) or Microsoft Internet Explorer 6.0 (or higher), although other browsers will work).

Registration

When you arrive at the gartner.com Home Page, you will see a button at the top left-hand corner labeled **Register**. If you click on this link, the registration page will open. Registration provides you the ability to search through all of Gartner's research.

To register on the site:

1. Enter your information in the Personal Information area. Fields with an asterisk are required.
2. Select a username and password and enter them into the fields provided. Your password must be a minimum of 8 characters in length, and it must contain both numbers and letters. Note: Your password and username must be a unique combination; if they are not, you will be prompted to select a different password. You may also choose at this time to have the computer remember your username and password by clicking on the appropriate check box (you may also choose this later from the Home Page).
3. Re-enter the password for verification
4. Enter your license key(s), if you have one. The license key is required to access anything you have purchased from Gartner. If you are a subscriber to Gartner, you can obtain your license key(s) from your Membership Administrator (the person designated to manage gartner.com access for your organization). If you do not know your Membership Administrator, please contact Support (phone numbers provided in the "Client Support" section of this guide).
5. Click on the **Register** button.

Searching

Types of Search

There are two types of Search: Simple Search and Advanced Search. Both of these check all words in each document by default. Both Simple and Advanced Search are accessible from every main page of gartner.com on the top right-hand corner. If you are a registered member, you are allowed to search all content on gartner.com, although your access privileges vary depending on the level of membership with Gartner. If you are a visitor and have not yet registered, you can view free content and purchase other content.

To Perform A Simple Search:

1. Enter a search string into the search window located at the top-right corner of the Home Page.

Hints on Entering Search Terms

- To search the exact string you are entering, put double quotation marks around the term.
- Use Boolean operators: OR, NOT between search terms with more than one word. The default is set to AND. Examples:
Word1 OR Word2 - Finds documents containing either Word1 or Word2
Word1 NOT Word2 - Finds documents containing Word1, minus those with Word2
- When using multiple Boolean operators, prioritize them with parentheses. Example:
printers AND (scanners OR facsimiles).

2. Click **Search** or press **Enter** on your keyboard. The system displays the search results page with 25 results listed per page, up to 200 results. These numbers can be adjusted under Advanced Search options to show up to 500 results. The default on all searches is to show documents published within the past 18 months. You can choose to view older Archived Research by using Advanced Search (see below).

To Perform an Advanced Search:

1. Click on either the **Advanced Search** link by the Search window at the top-right corner of the page or on the **Advanced Search** tab at the top of the search results page.
2. Enter a search string (see "Hints on Entering Search Terms" above).
3. Apply advanced search filters as needed:
 - **All Research or Your Research** - search all Gartner content or only the content that you own (Your Research). If you have not signed in, you can choose **Free Research** here.
 - **Search within current results** - Use this in conjunction with any other Advanced Search options, to refine existing results.
 - **Include Archived Research** - returns documents published more than 18 months ago. Note - Certain document types are archived at shorter intervals:
 - 3 months: FirstTakes, News Takes and Analyst Comments
 - 12 months: Magic Quadrants, Market Statistics and documentation from Symposium/ITExpo
 - **Date** - Select one or more months. Choose future months to find upcoming Events pertaining to your search string.
 - **Full Text Search vs. Author, Title, Summary** - While the default is to search every word in the document for your search string, you can specify search location to Author, Title, and/or Summary.
 - **Number of results / Results per page** - these can be used to set the maximum results which should appear from your search. While the default is 200 results, you can view up to 500 results.
 - **Select Source to Search** - While the default search looks through All Research Sources, you may limit this to Dataquest.
 - **Select Content Types** - While the default search looks at every content type, you can specify these among the choices listed.
 - **Document Type, Region, Topic, and Industry** - limits your search to only the filters you select. The default on each is to search all of the choices. The Topic choices shown include only the first level in the hierarchy of research topics. To see the complete hierarchy, click the link for the **Gartner Research Topic Index**. An alternative way of navigating topics is "Browsing Research" (see below).
4. Click **Search** or press **Enter** on your keyboard.

Viewing the latest research

Research Link

After you sign-in, click on **The Latest Gartner Research** in the center column of the Home Page labeled "Research," to open a new window displaying up to 200 of the most recent publications.

Browsing Research

If you do not have a specific topic, author, or date of publication in mind, you can still browse through the research database on any of these parameters.

To Browse research:

1. Click on either the **Browse** link at the top right corner of the Home Page or the **Browse** tab at the top left of any advanced search / search results screen.
2. A new window will open - in the left-hand frame, click on the plus (+) symbol next to the appropriate Browse feature (i.e., By Topic, By Author, By Date, By Cluster or By Dynamic Topic).
3. Continue opening further choices (under 'By Topic', 'By Author', etc) as needed by clicking (+) symbols next to the appropriate sub-folders.
4. After finding a folder of interest in the left-hand frame, click on the name of the folder to open up its research contents in the right hand frame.

To view Help for Browse in the right-hand frame at any time, click on the **Help** tab at the top left-hand corner of any search results page.

Setting Up Alerts

What are Alerts?

The Alerts feature allows you to automate the delivery of the latest research directly to your e-mail address and to the **Alerts** area of gartner.com. Simply define your topics and how you want to receive them, then gartner.com will send you matches as soon as they are published. Alerts save time and get you the research you need quickly.

Where Alerts Are Created:

Any registered user can use the Alerts feature. There are two ways to create an Alert:

- On the Home Page, click on either the **Alerts** link at the top or **Create Alerts** link on the right-hand side.
- Convert a search you just completed to an Alert by clicking **Create Alert** on the top-right menu of the Search results screen.

How To Create Your Own Alert:

1. Access the Alerts area by the methods described above.
2. Your e-mail address automatically populates into the **E-mail Address:** field. If you want to have your Alert sent to another e-mail address, enter the new address into this field. Note: If you clicked **Create Alert** from the search results window, some fields will be pre-populated with your search information.
3. Enter **Alert Terms**. These are the keywords you want to trigger your Alerts. They are used exactly the same as in Search (explained above).
4. In the field labeled **Create an Alert Name**, enter any name that will help you to remember the topics in each Alert.
5. Choose the appropriate radio button to search **All Research** or **Your Research**. Your Research will only return documents that you own, while All Research will return all matches, regardless of your unique gartner.com access.
6. Choose whether you would like to receive your Alerts via **Email** and **Online** or **Online only**. Online delivery shows results in the Alerts area of the site.
7. Answer **How often would you like to get your Alert e-mails?** by choosing Daily, Weekly, or Monthly.
8. In the upper right-hand column, choose your delivery preferences:
 - whether you want e-mailed Alerts in **HTML** or **Text** format.
 - whether you want document summaries in the emailNote: Any choices for delivery preferences will affect all of your Alerts, including any previously created Alerts.
9. Apply Advanced filters as needed:
 - **Author, Title, Summary** - if any of these are selected, your term is searched in only your choices among these. Note that the default setting is to search all words (Full Text).
 - **Document Type, Topic, Region, and Industry** - limits your search to only the filters you select. The default on each is to search all of the choices.
10. Click the button to **Preview your Alert**. The search results window appears to show the type of results that will be generated by the Alert. You can adjust the Alert and preview it again until it is generating the type of results you are seeking.
11. Click the **Submit** button to submit and activate your Alert.

Editing, Turning On and Off and Deleting Alerts:

Editing, turning on and off, and deleting Alerts can all be done from the **Manage Alerts** page, located on the upper right-hand side of the Home Page.

- You can edit any Alert by clicking on the **Edit** button to the right of the appropriate Alert name. Edit the Alert using the steps to create an Alert, as described above.
- Disable an Alert by clicking on the "Turn On | Off" button to right of the Alert. Click the same button again to reverse your choice. Use the links labeled **All On | All Off** to turn all of your Alerts on or off simultaneously.
- Delete Alerts by checking on the checkbox to the right of the appropriate Alert name. Use the links labeled **Check All | Clear All** to select or deselect all of the checkboxes, respectively.

When the appropriate checkboxes have been selected, click the **Delete** button to delete those Alerts.

Alerts Results

You can view historical Alerts results that are stored for each Alert for up to 90 days after date of publication. From the Home Page, you can see the total number of Alerts results; to view them, click on the number of Alerts and it will bring you the list of results or alternatively, click **Alerts** at the top of the page, then click **View all Documents** under any Alert title to open the Alerts results.

To delete Alerts results, check on checkboxes next to the result(s) you want to delete. To select or deselect all, use the **Check All | Clear All** links. To complete the deleting of the selected results, scroll to the bottom of the screen and click **Delete**.

Enterprise Alerts

Your Membership Administrator (the person who manages the Gartner relationship) may create an Alert that will be broadcast to all gartner.com users at your organization - this is an **Enterprise Alert**. This type of Alert appears in your list of Alerts with italicized font and an asterisk next to it. While you cannot edit or delete an Enterprise Alert, you can turn it on or off.

Focus Areas

Focus Areas gather current Gartner research on a specific subject, enabling users to find all the most-relevant documents in one place without doing a search. You can find Focus Areas on the home page, in the center of the page, under the Research Fast Finder section. If you are looking for the most recent research on a given topic, browse the latest content and current events on these easy to use pages.

Client Support

For help, or to request additional information, please contact Gartner at one of the following numbers, or via e-mail.

United States - help@gartner.com

United States (East Coast)	203-316-3600
United States (West Coast)	408-748-1111

Europe - ias.eurosupport@gartner.com

Austria	0800-295-815
Belgium	0800-15171
Denmark	80-01-87-79
Finland	0800-118045
France	0800-90-85-06
Germany	0800-181-42-64
Ireland	1-800-409-139
Italy	8008-76-002
Luxembourg	0800 22886
Netherlands	0800-022-1336
Norway	800-1-1018
Sweden	020-795266
Switzerland	0800-55-8252
United Kingdom	0800 716089
Other European Nations	44 1784 268819

Asia Pac - sydneytechnical.support@gartner.com Japan only - japan.support@gartner.com

Australia	61-2-9459-4747
Japan	81-3-3481-3552
Other Asia Pac Nations	61-2-9459-4747