Registering with the British Library is a multi-step process and probably longer than you would expect. If you think you have done it but can't access your document, you may have missed part of the process – below is a step-by-step guide from beginning to end.

Part 1

**Creating an account with the British Library.**

You will only need to do this once.

In the email we forward to you:

Click on the long link.
1. Go to ‘Step 1’
   Click on the ‘Register for On Demand’ button.

2. Click on ‘Register’

Fill in your personal details.
Your postcode and date of birth are optional.
Select your ‘secret question’ and type in your answer.

The email address does not need to be your UWL one. It can be a personal address.

You will keep this account even after you leave UWL.

Make sure your username and password are memorable – you will need them again.

Do NOT use Password123 as your password!

#statingtheobvious

Click on ‘Register.’

This Checkbox is optional.
Go to the email address you just registered.

Click the link...
...And enter your username and password.

Click ‘Login.’

Enter your personal (home) address

And at least one phone number.

These drop-downs are optional.

They may be of use if you have chosen to receive communications from the British Library.

Click ‘Next.’
The next screen is...

Terms and Conditions

You should probably read them...

(They look like this: )

But, go back to the previous screen, and -

Click in the check box and click ‘Finish.’
This opens the British Library website.

**BUT!**

Go back to the first email we sent you!

Click on that link again.
If you get this error message, you might need to wait a little. Maybe come back in ten minutes.

Choose to save your download. When your document has saved, go to the folder it was saved to.

The default location will usually be your Downloads folder.

Articles requested via UWL will always have a name starting with SM and then a series of numbers.

Double-click on the PDF.
Enter your British Library username and password.

If you’re using a public computer click ‘No.’

And you’re in!

If you have any problems creating your account or opening your articles, please email us at library@uwl.ac.uk at the earliest opportunity, and we will do our best to help.