

FAQ - Frequently Asked Questions

Questions about Media Monitoring and Archives

What newspapers and other sources are included?

Use Latest News for a complete list of all the publications available to you. Logged in subscribers have access to a growing list of over 5,000 sources (non-subscribers have access to a subset of about 120 databases.) Besides newspapers, we also provide access to newswires, press releases, trade journals, magazines, TV and radio broadcast transcripts, blogs, and live Video (Television) content. For a complete listing of our sources, visit the database descriptions page.

How do I search today's news?

Use Quick Search to do a simple word or phrase search in today's papers, blogs or video. If you put two or more words into this form, you will only retrieve stories with those exact words in that exact order.

Use Latest News to browse by source for stories published today. You can also browse through the last two weeks' issues by using the date dropdown in the upper right hand corner of the screen. You can also Browse Blogs.

What are Duplicate Results?

By default, FPinfomart.ca search results display with Duplicates Hidden. This means that similar hits are grouped together. These articles may have different headlines, but they generally have at least the same first sentence. These are generally a wire story that has been carried by multiple newspapers, or stories from different editions of the same paper.

To turn off this feature, select the "Show Duplicates" option from the bottom right of any search results screen, and similar articles will no longer be grouped together. Subscribers can change their default setting from the Display Settings screen. For more information, visit our help section.

How do I use the clipboard to collect articles?

The clipboard feature allows subscribers to collect articles from multiple searches in one place. To use the clipboard, select the checkboxes next to article titles on any search results screen, and then click the "Clip" button from the multiple document selection bar. A clipboard icon will appear next to those titles on the results page. It is also possible to add items to the clipboard using the "add to clipboard" link from any individual article's page.

To view the contents of your clipboard, click on the link in light blue section at the top of the screen. If you have three stories in your clipboard, this link will say "3 items."

Note: clipboard results are currently only available for the current session and are not saved. To save items for long-term storage, use our Folders functionality.

Can I save a search?

Subscribers may use the Personal Profiles module to set up saved searches which will automatically clip the news every day for stories of interest. There is no additional charge for this feature. Additionally, you may browse a list of "Recent Searches" from the Archives module, and click the Save link next to any of these to create a Saved Archives search.

What are Personal Profiles?

Personal Profiles allow subscribers to automatically track topics of interest on an ongoing basis, with an option to have a summary of results sent to them via email each morning, or intra-day Alerts. Visit our help section for more information on how to set up profiles.

How many Personal Profiles can I have?

You may have up to 100 Personal Profiles.

What is Industry News?

Industry News is a series of searches that have been created by our information professionals to help you keep in touch with issues affecting a variety of key industries. Industry News will save you searching time and give you the results you need: key players, regulatory issues, trends, commentary, business analysis, and reports. Simply click on an industry's name in the list we have provided for you to read stories about that industry.

What time is the news updated?

The vast majority of sources are updated daily between 6 and 9 am. Newswires are updated as releases are made available to FPinfomart.ca. TV and Radio content updates continuously. Personal Profiles results are updated throughout the day as new items are made available.

Can I search specific parts of a document (field searching)?

Yes. Use the "simple" search form to do basic field searching. If you use the "expert" search form, you may do more complex field searching. See the our help documentation for a list of fields available for searching.

Can I save my archive searches for future use?

Your Recent Queries screen (under Archives) will store the past 30 days of Archives searches. If you wish to permanently store a specific search queries in your Search History, visit the Recent Queries screen and click Save next to the search you wish to save.

How far back do the archives go?

The coverage of the archives varies for each source. Some only go back a few years, while others go back as early as 1985. Check our Database Descriptions page for specific dates for each publication.

Can I create my own personalized "library", or source grouping to search, and save it for reuse?

Yes, this feature is available to subscribers. When selecting the sources you wish to search, you will be given the option to save the group of sources you've chosen as a "library" for use in future searches. Simply give the group a name when prompted, and your customized library will then be displayed under the heading "My Libraries" the next time you choose to search using a source library.

Can I share the articles I find on FPinfomart.ca with other people?

General rules vary depending on how you personally access FPinfomart.ca:

Pay per View mode is for "single copy - personal use only". Redistribution can only occur if the user accesses the service again and re-orders multiple copies of the article one at a time.

Redistribution without ordering/paying for multiple copies is illegal.

Subscribers currently under an Infomart Web plan can use the Electronic Redistribution feature within their version of FPinfomart.ca to order and pay for multiple copies of any article. Their account will be charged accordingly for purchasing these redistribution rights.

Special Edition Value Plan subscribers have already purchased legal redistribution rights for a set number of internal recipients, and are required to notify FPinfomart.ca immediately of any change in the number of 'employee recipients' covered by their agreement.

Any redistribution without our authorization is copyright infringement. FPinfomart.ca must be notified of your intent to redistribute content beyond what is outlined in your user agreement. There is a fee associated with purchasing this right.

Redistribution of any article(s) for public consumption outside your organization via any means is strictly forbidden.

If you are a subscriber you may post articles on a corporate Intranet only if you can guarantee that your Intranet is secure and will be viewed only by a known group of users having restricted password access, AND if you have notified us in advance of posting. You may NOT post content from FPinfomart.ca on the World Wide Web.

Prior to using FPinfomart.ca, please review Copyright and Terms of Use sections on this Website. These sections cover all details relating to use and allowable redistribution of FPinfomart.ca content from this site.

Current subscribers will also want to review their existing Subscriber Agreements and Value Plans to ensure that their redistribution requirements are adequately covered. Contact your local Sales rep or 1-800-661-7678 to request an increase in your contractual redistribution coverage.

For further general questions on Copyright and Terms of Use, call 1-800-661-7678, or e-mail helpdesk@fpinfomart.ca.

Questions about FP Advisor

What databases can I search? Where does the data come from? How often is it updated?

We currently offer data from these sources:

Financial Post Corporate Surveys - from Financial Post DataGroup - updated daily
Financial Post Directory of Directors - from Financial Post DataGroup - updated annually
Financial Post Investor Reports - from Financial Post DataGroup - updated daily
Financial Post Historical Reports - from Financial Post DataGroup - updated daily
Financial Post Industry Reports - from Financial Post DataGroup - updated quarterly
Financial Post Analyzer - from Financial Post DataGroup - updated daily
Financial Post Dividends - from Financial Post DataGroup - updated daily
Financial Post New Issues - from Financial Post DataGroup - updated daily
Financial Post Predecessor & Defunct - from Financial Post DataGroup - updated daily
Canadian Federal Corporations and Directors - from Industry Canada - updated monthly
Canadian Corporate Names - from Industry Canada - updated monthly
ProFile Canada - from Nexport Media - updated annually
Nexport Media's Canadian Trade Index - from Nexport Media - updated annually
Equifax Commercial Law Record - from Equifax - updated monthly

A brief database description can be found in the corresponding search page or visit the FPinfomart.ca Database Descriptions.

Can I search more than one database at a time?

Use Global Search, and Person Search to search more than one database at once. Your results will be grouped by database. As well, Company Snapshots provide an overview of much of the information we have on a publicly traded company.

What happens when I input more than one criteria in the search form?

If you fill in multiple fields on a search form (e.g. a Province and a Revenue figure), these criteria are searched with the AND operator. For those fields in which you can enter more than one criterion (e.g. SIC code, area code), entries within the same field are searched with the OR operator.

What if the person I'm searching for has a middle name?

All person searches automatically use proximity operators. Therefore, searching with or without a middle name or middle initial will produce the same result.

Why do I have to pick a database to search? Why can't I search all databases at once?

Individual database search allows you to pinpoint the results you need because you can enter so many different criteria. Because our data comes from a variety of sources (e.g. FP DataGroup; Industry Canada, Statistics Canada, etc.), not all fields are the same across all the databases. Therefore, you must search each database individually in order to fully utilize the fields in each database, and so that the results can be displayed correctly. Use Global Search to search all databases at once.

What do I do with the CSV file I created with the Lead List Generator?

A CSV file will open in a spreadsheet program, such as Microsoft Excel. Save the file to your computer, and then open it in Excel (or other spreadsheet software). You can then analyze or sort the data; use it to create a mailing list, or any other use you can think of!

In what order are the industries listed in the "Companies by Industry" section?

The Companies By Industry section sorts all industries numerically by their GICS code.

What is a GICS Code?

The Global Industry Classification Standard (GICS) codes were developed by Standard & Poor's. S&P offers the following definition (or see the GICS FAQ at S&P for more details.)

Questions about Costs, Subscriptions, and Billing

How much does it cost to access FPinfomart.ca?

Non-subscribers can access a limited number of sources on FPinfomart.ca on a pay-per-view basis. News articles are \$4.95 each and FP Advisor content is priced individually depending on the database. Pay-per-view content can be purchased securely online using Visa, MasterCard, or American Express.

Subscribing to FPinfomart.ca has many benefits, including flexible billing plans, access to substantially more content, and special media monitoring features. A variety of subscription plans (including flat-rate and transactional billing) are available depending on your needs and budget. Contact our sales department at 1-800-661-7678 or helpdesk@fpinfomart.ca to find out more about the plan that's right for you.

Can I purchase a single article?

Yes. Although many of our clients prefer to subscribe to our services, you may use a credit card to search a limited number of sources in our archives in Pay Per View mode. If you are logged in as a subscriber, you will need to logout to access Pay Per View mode.

Is there a minimum number of articles I have to purchase?

No. You may purchase just one article if that is all you need.

Is there an extra charge for using Personal Profiles?

No. Personal Profiles are included in your subscription. You are charged only for the articles that you display (articles are included if you are on a flat-rate "Special Edition" billing plan).

What credit cards can I use to purchase articles individually?

If you do not have a subscription to FPinfomart.ca, you may use VISA, MasterCard, and American Express to pay for the articles you wish to view.

Can I pay a flat rate for my subscription?

Many companies prefer to subscribe at a flat rate so they can provide unlimited access to users within their organization at a fixed cost. Please speak to your FPinfomart.ca Sales Representative to discuss payment options. Call 1-800-661-7678 for FPinfomart.ca Sales.

Can I preview documents before purchasing them?

Yes. Every article in the list of documents you see after a search shows a preview of the headline, snippet of text (showing at least one instance of a searched keyword), publication name, date, and word count. This preview is free.

How am I billed for searching and displaying articles?

It depends on the type of payment option you (or your organization) have selected. For information about your payment model, please speak to your FPinfomart.ca sales representative. There are three basic billing models available:

- "Pay Per View" - when searching in Pay Per View mode you will be asked for a credit card payment for any articles you wish to read.
- "Infomart Web" - as a subscriber, you will be billed for full text articles you view. All your searching is included in your subscription. Only those articles you select to view in full text format are chargeable. You will be invoiced monthly for your account.*
- "Special Edition" - you are a flat-rate subscriber and your usage is unlimited. You will be invoiced monthly for the agreed-upon subscription rate set out in your contract.

* *Please note that Broadcast (TV and Radio) usage is often billed in addition to subscription rates.

How do I become a subscriber and find out what "billing plan" will work best for me?

For information on FPinfomart.ca subscription plans, please contact our sales department. Call 1-800-661-7678 or e-mail helpdesk@fpinfomart.ca

Questions about IP and Referrer Page authentication

I've got an error message saying my IP Authentication failed. What's wrong?

You cannot log in since your computer's IP address is not in our database. Contact your administrator to correct this problem. [Click here](#) to identify your computer's IP address.

How do I identify my computer's IP address and proxy server?

[Click here](#) to identify your computer's IP and proxy server.