

Registration, Users and Subscription Administrators

[How do I register for CARDonline?](#)

[Why do I need to confirm my email address?](#)

[One of our CARDonline users has left. Can we transfer their CARDonline license to another staff member?](#)

[Can we add a new user to our existing CARDonline subscription?](#)

[How much does it cost to add another user to our existing CARDonline subscription?](#)

[Does a subscription run for a calendar year or does it start when I order it?](#)

[Can we cancel our CARDonline subscription?](#)

[Several people in our office need to use CARDonline, but not at the same time. Can multiple people share one online license?](#)

[As administrator, how do I remove a user?](#)

[How much does CARDonline cost?](#)

[Why do I have to accept a Licensing Agreement every time I login to CARDonline?](#)

[Who is our account administrator?](#)

[I can't seem to be able to access CARDonline, but I've used it before.](#)

[Is there special service and rates for students or libraries?](#)

Data available and permitted uses

[How many media listings will I have access to with CARDonline?](#)

[Will I find rate information for radio and TV broadcasters?](#)

[Will I find data about online media opportunities?](#)

[I can use the Search function, but I'm blocked from the details. What can I do to get complete access to CARDonline?](#)

[Some of the listings seem out-of-date. How often is the content updated?](#)

[Can I use the data on CARDonline to create my own email lists?](#)

Searches and Report Creation

[How do I run a search?](#)

[How do I create a report?](#)

[I need to design my own custom reports for each client. Will CARDonline let me do that?](#)

[My computer crashed in the middle of creating a report. Is all my work lost?](#)

System Requirements

[We use both Mac and PC computers. Are there any differences in how we access CARDonline?](#)

[What are the browser requirements for using CARDonline?](#)

[I've logged into our subscription but cannot fully use the Search functions. How do I check my authorized access to CARDonline?](#)

[Why does the system automatically time out every 60 minutes?](#)

[Why can't I have my user name and password remembered on my computer?](#)

Advertising information

[Are there any opportunities to place ads on the CARDonline site?](#)

Registration, Users and Subscription Administrators

How do I register for CARDonline?

[BACK TO TOP](#)

Access to the full database of The **CARDonline™** requires a paid subscription. The cost of the subscription depends upon the number of authorized users. A unique email address is required for each user.

If you are new to CARDonline, you can sign up and get instant access. [Click](#) to order online at <http://www.cardonline.ca/public/subscribeCardonline.jsf>.

If your company has already arranged for a subscription license, your administrator can register you, or give you the User Key so that you can sign up with your email address.

Here are the instructions for the Administrator:

- 1) You need to know the User Key for your account.
- 2) You can confirm the User Key by logging in to Cardonline.ca with your email and password. The User Key is listed when you click on the *My CARD* tab and select the *My Account Users* option.
- 3) Copy the User Key
- 4) At the top right of the home page, click on "Create New User" link (below the login box). Paste the User Key into the field and press Continue.
- 5) Complete the information for the new user.
- 6) Tell the new user that an email is being sent to them. They need to click on the link in the email in order to activate their account by confirming their email address.

The number of authorized users is limited by your subscription license.

Why do I need to confirm my email address?

[BACK TO TOP](#)

In order to protect the security of each user's own personal reports under MyCARD (in the navigation bar), you want to provide a unique email address for each user. This allows the easy storage of your custom reports under *MyCARD*.

As a new user, you will receive an email. You need to click on the link in that email in order to confirm the validity of the email address.

One of our CARDonline users has left. Can we transfer their CARDonline license to another staff member?

[BACK TO TOP](#)

Yes. If you are the administrator for your subscription license, here's how to do it online:

- 1) Login to Cardonline.ca with your email and password.
- 2) Under the *My CARD* tab, click on the *My Account Users* option.
- 3) Remove the checkmark in the Authorized column for the person who has left.
- 4) Click Update
- 5) Copy the User Key
- 6) At the top right of the home page, click on "Create New User" link (below the login box). Paste the User Key into the field and press Continue.
- 7) Complete the information for the new user.
- 8) Tell the new user that an email is being sent to them. They need to click on the link in the email in order to activate their account.

Alternately, you can provide the User Key to the new user and they can do steps 5 to 7.

The number of authorized users is limited by your subscription license.

Can we add a new user to our existing CARDonline subscription?

[BACK TO TOP](#)

Yes. This needs to be set up by the account administrator (the person who ordered the service). Here's how to do it online:

- 1) You need to know the User Key for your account.
- 2) You can confirm the User Key by logging in to Cardonline.ca with your email and password. The User Key is listed when you click on the *My CARD* tab and select the *My Account Users* option.
- 3) Copy the User Key
- 4) At the top right of the home page, click on "Create New User" link (below the login box). Paste the User Key into the field and press Continue.
- 5) Complete the information for the new user.
- 6) Tell the new user that an email is being sent to them. They need to click on the link in the email in order to activate their account by confirming their email address.

Administrators, please note: Once a user has been de-authorized and the update has been completed, you need to first log off and log on again before you will see the "Create New User" tab. Without this step, you will not be able to register a new user.

The number of authorized users is limited by your subscription license.

Administrators, please note: Once a user has been de-authorized and the update has been completed, you need to first log off and log on again before you will see the "Create New User" tab. Without this step, you will not be able to register a new user.

How much does it cost to add another user to our existing CARDonline subscription?

[BACK TO TOP](#)

First have your administrator check to make sure you're already using all of the user accounts for which you are authorized. Under the My CARD tab, the administrator can click the link for My Account Users.

If you need an additional license, the cost per additional user is only \$100 per year. Please email Customer Service (under Contact). We can prorate your rate for a partial year so that all of your licenses expire at the same time.

For accounts with many users, please contact [Jennifer Scissons](#) listed under Contacts; Jennifer will design an optimal arrangement for you.

Does a subscription run for a calendar year or does it start when I order it?

Your subscription period is for 12 months from the date of order.

Can we cancel our CARDonline subscription?

[BACK TO TOP](#)

Please contact our Customer Service (listed under Contact) to provide some background to us about the circumstances. Note that under your License Agreement and Terms of Use you may not retain or make any use of the information from CARDonline in any other database at any time.

Several people in our office need to use CARDonline, but not at the same time. Can multiple people share one online license?

[BACK TO TOP](#)

No. The sharing of a User ID and Password is strictly prohibited and may result in termination of your account without reimbursement. The CARDonline™ license fee is based on the total number of individual users within an organization, not simultaneous or concurrent users. Additional user IDs can be purchased at a special additional seat price and activated immediately.

As administrator, how do I remove a user?

[BACK TO TOP](#)

Only the account administrator can remove a user. Once a user has been de-authorized and the update has been completed, you need to first log off and log on again before you will see the "Create New User" tab. Without this step, you will not be able to register a new user.

FREQUENTLY ASKED QUESTIONS

How much does CARDonline cost?

[BACK TO TOP](#)

There are several options depending on the number of online users for your company and whether you require the *CARDonline Print Directory* (contains all listings as of the time of publication each year) with issues for Spring/Summer (January distribution) and Fall/Winter (September distribution).

| | |
|--|-------|
| 1 online user license for one month | \$50 |
| 1 online user license for one year | \$500 |
| 2 online user licenses + print directory | \$650 |
| 3 online user licenses + print directory | \$750 |
| 4 online user licenses + print directory | \$850 |
| 5 online user licenses + print directory | \$950 |

Order [online](#) at <http://www.cardonline.ca/public/subscribeCardonline.jsf>

For other license packages, please contact the [National Accounts Manager](#) listed under Contacts for a quote to suit your requirements.

Why do I have to accept a Licensing Agreement every time I login to CARDonline?

This is considered a legal best practice for a database such as CARDonline which invest hundreds of thousands of dollars to compile, format, and provide access to valuable data.

Who is our account administrator?

[BACK TO TOP](#)

The administrator is the person who orders the CARDonline service and arranges payment for the license fee. If you're not sure, contact [Customer Service](#) from your work email and we will connect you.

I can't seem to be able to access CARDonline, but I've used it before. [BACK TO TOP](#)

Your subscription may have ended or the system may be down temporarily. Send an email to our customer service dept at Nadine.youngfreemantle@cardonline.rogers.com or call Nadine at 416.764.1560

Are there special service and rates for students or libraries?

[BACK TO TOP](#)

For libraries, the basic subscription license costs \$650. Arrangements can be made for it to be based on your library's IP address. There are some special considerations, so please email [Customer Service](#) with your requirements.

Data available and permitted uses

How many media listings will I have access to with CARDonline? [BACK TO TOP](#)

There are more than 6,000 listings on CARDonline. You can see the number of listings by category on the home page.

Will I find rate information for radio and TV broadcasters? [BACK TO TOP](#)

Yes. Search for your locality or click on the category under the Media heading to see the complete list.

You need to have a license to see the detailed information for each station.

The information presented for each station depends on what information has been provided by the broadcaster.

Will I find data about online media opportunities? [BACK TO TOP](#)

Yes. Search on the topic of interest or click on the category under the Media heading to see the complete list.

You need to have a license to see the detailed information for each interactive opportunity.

The information presented depends on what information has been provided.

I can use the Search function, but I'm blocked from the details. What can I do to get complete access to CARDonline? [BACK TO TOP](#)

Without needing to log in, you can see the list of media that are listed at CARDonline. This allows free access only to preview the names of media properties that meet your search criteria. In order to enjoy full access to all the data, you need to purchase a subscription license.

Some of the listings seem out-of-date. How often is the content updated?

The updating process continues daily. We encourage media companies to send us new information on a regular basis. If you notice out-of-date information, please feel free to bring it to our attention and we will contact the media property.

Can I use the data on CARDonline to create my own email lists?

[BACK TO TOP](#)

No. You can add contacts to your contact list using the V-Card button and contact individuals to request more information. However, the use of CARDonline data for mailing lists is prohibited by the Service Agreement that you need to accept when you log in to CARDonline. We could not obtain the co-operation of the media properties listed if we did not protect them from unsolicited mailings.

For complete user conditions, see the links at the bottom of each page for Terms of Use and Licensing.

Searches and Report Creation

How do I run a search?

[BACK TO TOP](#)

[Click here](#) for a visual click-by-click.

How do I create a report?

[BACK TO TOP](#)

[Click here](#) for a visual click-by-click.

My computer crashed in the middle of creating a report. Is all my work lost?

Sorry about that. Any work on CARDonline that has not been saved as a list or report may be lost. Remember that it's easy to create a list and add to it. Your lists can be accessed by clicking on *My CARD* on the navigation bar.

When you create a report, you are downloading the information from CARDonline to your computer as an Excel spreadsheet. You are encouraged to save your spreadsheet regularly on your computer to protect you from any power outages or other disruptions. Of course, backup arrangements for work files vary from company to company.

System Requirements

We use both Mac and PC computers. Are there any differences in how we access CARDonline? [BACK TO TOP](#)

No. This is a web-based service. It works with most popular browser platforms.

What are the browser requirements for using CARDonline? [BACK TO TOP](#)

You need to have a browser such as Internet Explorer (IE 7.0 or earlier versions, Firefox or Safari. [At this time, IE 8.0 does not work smoothly due to our security features]. The reports created by CARDonline are downloaded to your computer as Excel spreadsheets. So you require Excel or a program that can open Excel spreadsheets.

I've logged into our subscription but cannot fully use the Search functions. How do I check my authorized access to CARDonline? [BACK TO TOP](#)

Check your access profile to make sure you are classified as an Authorized User by going into MyCARD, select Update Account and tick the User box on your profile page. Submit this change and your access will be granted (as long as your company has not already used all of its licensed user accounts).

Why does the system automatically time out every 60 minutes? [BACK TO TOP](#)

The system will log you out after 60 minutes if there is no activity. You will lose any work you have done unless you have saved it as a new search result or report. This feature is designed to allow for efficiency on the site; with unlimited access, you would experience site delays.

Why can't I have my user name and password remembered on my computer?

This is good feedback we have received from users, and we are looking into introducing in a later development phase.

Advertising information

Are there any opportunities to place ads on the CARDonline site? [BACK TO TOP](#)

Yes, you can obtain information by clicking on the Advertise tab. For immediate advertising information, please contact [Desirée Creed](#) at desiree.creed@rci.rogers.com, Ontario, phone 416-764-1619.

[Click here](#) to find our rate card and full contact information at <http://www.cardonline.ca/public/advertise.jsf>