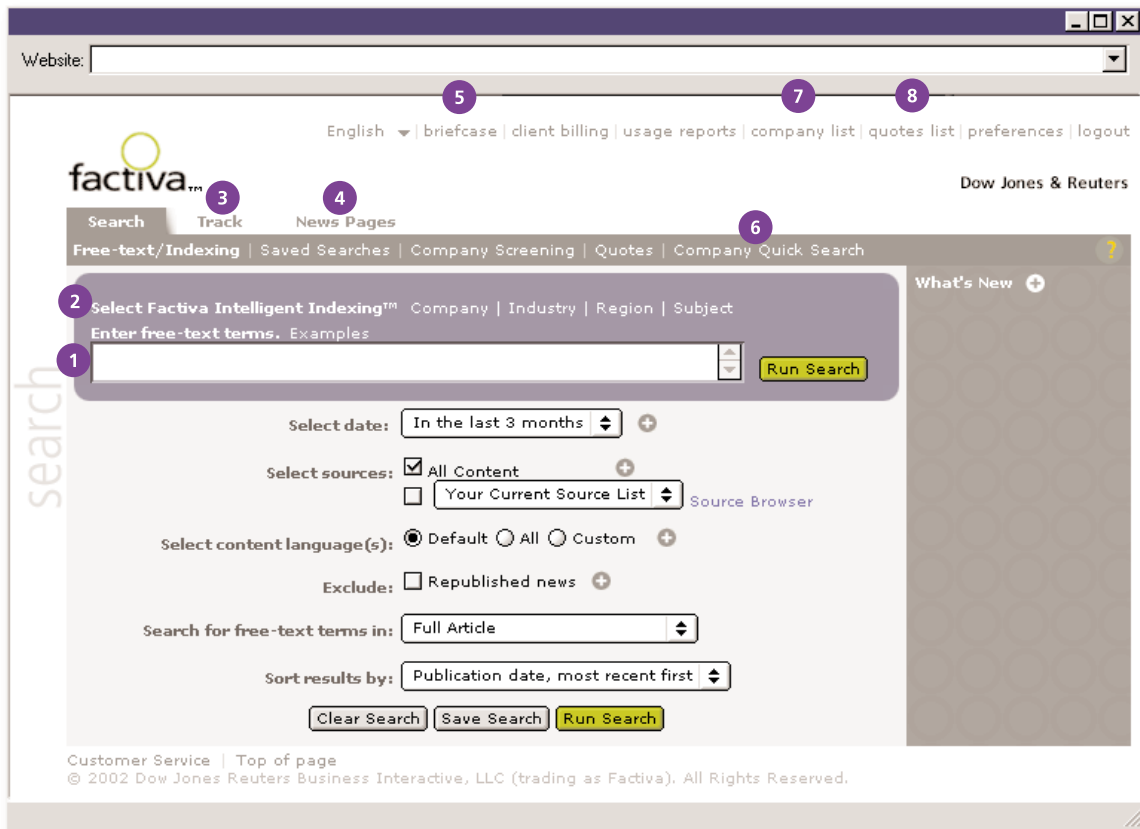


Factiva.com

Quick Reference Card

Factiva.com is a powerful Web-based tool for researching and monitoring news and business information. Its combination of world-class content, personalized tools and support will help you make better decisions faster.

Use this card to familiarize yourself with the most important parts of Factiva.com. It also can serve as a desktop reference for the most useful techniques for getting the facts you need.



This is the Search screen of Factiva.com, which displays after you log in with your user ID and password.

1. Conduct a single search to research any topic across a content set of nearly 8,000 sources, from 118 countries in 22 languages; 9,000 key Web sites; company reports; and daily pictures from Reuters and Knight Ridder.

5. Briefcase acts as your storehouse of news. Articles can be saved here until you choose to e-mail them to a colleague or use them to prepare a presentation.

2. All Factiva content is tagged with Factiva Intelligent Indexing™ terms, depending on the subject matter of the article. Select terms and add them to your search statement for more relevant results.

6. Company Quick Search gives you a rip-and-read report composed of a corporate overview, key executives, financial data, press releases and a list of competitors.

3. Track Folders allow you to monitor the latest news about any topic of interest – from competition to customers to people to market trends. Matching articles can be automatically e-mailed to you.

7. A Company List contains your most frequently researched companies, for convenient reference when building searches and Track folders.

4. Use News Page to build up to five separate personal pages. Track favorite sources, companies, industries and news topics. Administrators can also create Group News Pages to be shared by specific work groups.

8. A Quotes List consists of the instruments you want to track: company stocks from around the world, mutual funds, market indexes, corporate bonds and currencies.

Tips for More Effective Searching and Tracking

Each of the following strategies can improve your searching precision dramatically, with minimal effort on your part.

Apply Factiva Intelligent Indexing™.

You'll see more accurate results if you include indexing in your search statement. Click the Select Factiva Intelligent Indexing link on the Search page to add terms to your statement. Our online eTrainer will show you more.

Choose your sources wisely.

Rather than searching the entire Factiva content set, consider restricting your search to a smaller group of sources. You're more likely to find incisive analysis about a broad news topic if you restrict your search to top business publications and sources that cover your industry. Use the Source Browser on the Search Page to accomplish this.

Build a more efficient search statement by using the techniques below.

peas **and** potatoes

to find articles which contain peas and potatoes

peas **or** potatoes

to find articles which contain either peas or potatoes

peas **not** potatoes

to find articles which contain peas but do not contain potatoes

carrots and (peas or potatoes)

to find articles which contain carrots and also contain either peas or potatoes

? *The question mark replaces one letter in a word.*

organi?ation will retrieve organization and organisation.

* *Use the asterisk to find words with multiple endings.*

telecom* retrieves articles with telecom, telecommunications, etc.

nearn *The near operator helps you find certain words near another word.*

software **near3** license retrieves articles with software no more than three words before or after license.

atleastn *Use atleast to find articles with multiple mentions of a word or term.*

atleast4 Xbox retrieves articles with four or more mentions of Xbox.

Note: Not available for Track Folders.

For a complete list of connectors and operators, and a guide to their use, click the Examples link on the Search screen.

Why use Factiva Intelligent Indexing?

Because only significant articles about a topic receive the code for that topic. For example, only articles that mention Microsoft in a substantive, business-related context will get that code. Articles containing the words "Microsoft Windows" in a passing reference will not get the code.

Working with Search and Track results

Headline Display Options



Select All places checkmarks next to all articles on the screen. You can also check individual articles.



View Selected will display the full text of any selected articles.

Article and Headline Display Options



View As RTF automatically formats selected articles in Rich Text Format, and launches your word processor.



E-mail Results will let you e-mail articles in a variety of formats (e.g. full text, headlines only, HTML).



Format for Printing will open a new browser window with selected articles specially formatted for printing.



Format for Saving will open a new browser window with selected articles in a text-only format.



Add to Briefcase allows you save useful articles or headlines for later use, until you're ready to print, save or e-mail these items. You can create 25 briefcases, and store 100 items in each. Briefcases are retained until 30 days after the most recent item was added.

More Answers Online

- eTrainer, a step-by-step learning tool. www.factiva.com/etrainer
- 24x7 Customer Service and FAQs. www.factiva.com/customerservice
- Online help. Available behind the icon.
- List of Sources. Available via the Source Browser.
- How To Get Results, for your most popular tasks. www.factiva.com/factiva
- Inside-Out Guide, a complete product reference. www.factiva.com/infopro
- InfoPro Portal, for professional searchers. www.factiva.com/infopro
- Knowledge Network, to get the most out of information.

www.factiva.com/knowledgenetwork

