Factiva Searching – Frequently Asked Questions

Question: ORBIS or Yale Links says we have access to this title via Factiva. However, when I try to connect to this title, I get no results.

Answer: There are a few possibilities that are due to the way the Factiva platform functions.

1. Our Academic account status. While it may appear that we have access to a particular title, it may not be available to us because of our Academic subscription.
   a. Unfortunately, we cannot control how these titles display in ORBIS or Yale Links. You may get the following message when you fail to connect to available content: “No search results. This may be due to content restrictions on your academic account.”
   b. If you click the hyperlinked “content restrictions” in the failed search message, you can check the title you are looking for against a current list of excluded sources.

2. Platform search defaults. These can impact your results and could lead to a failure to connect to the available source and its associated content. Depending on the nature of your search, keep the following in mind as you fill the Search Form:
   a. Source defaults
      i. Uncheck the Exclude Discontinued Sources box on the Search Form. Otherwise your searches will be limited to active publications and will not pull up materials associated with titles that may have ceased.
      ii. When searching for your information source, you can click on the information icon to get its coverage dates as well as its online availability if you are unsure of its publication status.
   b. Author defaults
      i. Uncheck Exclude Inactive Authors box on the Search Form. Again, if this isn’t deselected, additional content may not appear in the search results.
      ii. You can click on the information icon to verify an author’s status.
   c. Language defaults
      i. English is the default search language. However, if you are looking for information in foreign publications, you may want to change English to all languages on the Search Form.
      ii. You may want to check you search terms. Make sure that they are in the language of the source you are searching.
   d. More Options defaults
      i. If you are looking for sports or social/society type information, uncheck the Obituaries, sports, calendars... box under the Exclude option on the Search form.
      ii. Under More Options you can also select how search results will be sorted. You can select Most Recent First, Oldest First, or Relevance.


4. If you encounter an issue which the above information does not resolve, feel free to report this incident to the E-Resources Troubleshooting Group via (e-resprob@mailman.yale.edu) or via the Electronic Resources Troubleshooting webform (http://ask-e.library.yale.edu/index.php). This may require further investigation. We will report back any pertinent information.