Enterprise Tools Guide

FT services for organisations
Introduction
Enterprise Tools is a simple, secure platform that enables the administrators of an organisation’s FT licence to:

- Get an instant overview of a licence’s status
- Manage users’ access – quickly and easily
- View and understand a licence’s usage
- Share relevant, personalised content with individuals, teams and groups
Why Enterprise Tools?

After conducting recent research, we discovered administrators of FT licences wanted a way to:

- Manage their FT licence – quickly and easily
- Access, monitor and compare usage data
- Set up centralised, customised alerts
- Share relevant, personalised content with individuals, teams and groups

They also wanted us to make our pricing model **clearer** and **more transparent**.

So we created a simple, secure platform – Enterprise Tools – to bring businesses closer to the FT, give them visibility and put them in control.
Who is Enterprise Tools for?

Enterprise Tools is for anyone who has permission to be an FT licence administrator.

This could include:

- Administrators
- Knowledge managers
- Librarians
- Cost controllers
- Subscription managers
- Personal assistants
- Department heads
- FT representatives
Who is Enterprise Tools for?

Different roles will benefit from different functionality.

**Access managers and administrators**
Benefit from user management features, including user setup and usage reports.

**Knowledge managers and librarians**
Gain from Enterprise Tools’ content distribution functionality.

**Cost controllers**
Able to use usage reports to understand our pricing model and ensure their license is being used effectively, by the right people.
Access
How do you access Enterprise Tools?

To access Enterprise Tools, go to enterprise.ft.com/tools/login

We’ve taken time and care to ensure Enterprise Tools meets the highest standards of data privacy. With that in mind, we’ve added a two-step authentication process to help keep your data safe and secure.

**The first time you access, you’ll need to set up 2FA (Two-Factor Authentication).**

You’ll need to download an authenticator app to your smartphone. We recommend the Google Authenticator app, which you’ll find on the [Google Play Store](https://play.google.com/store) or on the [App Store](https://apps.apple.com).

You’ll then need to use the app to scan a QR code.
How do you access Enterprise Tools?

Setting up 2FA:

1. Enter the **email address** linked to your FT account

2. Enter your **password**
How do you access Enterprise Tools?

Setting up 2FA:

3. You’ll be prompted to get your smartphone ready

4. You’ll then be guided through the authentication process, step-by-step
How do you access Enterprise Tools?

Setting up 2FA:

Once you’ve successfully set up 2FA, you’ll receive a verification email.

**N.B.** This is a service email, so you’ll receive it even if you’ve opted out of FT emails.
How do you access Enterprise Tools?

Logging into enterprise.ft.com/tools/login:

1. Enter the **email address** linked to your FT account

2. Enter your **password**
How do you access Enterprise Tools?

Logging into enterprise.ft.com/tools/login:

Enter the **code** displayed on your authenticator app

N.B. You’ll be logged out of each Enterprise Tools session after 24 hours.
Features
Your Overview

When you log in, you’ll see the **Your Overview** page. This page gives you a quick snapshot of the current status of your licence.

1. **Licence allocation**
   Shows the number of users you have allocated to your licence, how many seats are currently taken up and how many you have available.

2. **Contact & licence information**
   Shows a contact email address for the FT customer success team as well as information on your FT licence, including: whether you have a standard or premium licence; the status of your licence; your licence ID.

3. **Blogs, news and insights**
   Shows articles that have been flagged as being of potential interest to knowledge managers.

4. **Licence administrators**
   Shows a list of the current administrators on the licence. If you’d like to add or remove a licence administrator, please email help@ft.com
Manage Users

This feature enables you to effectively manage users on your FT licence.

If you access the page before any users have been set up on your licence, you’ll see the following message:

Let’s start adding users to your licence!
Here you can manage users, by adding them to groups and topics as well as viewing their last login activity.

+ add new user
Manage Users

If you **have existing users on your licence**, you’ll see them listed. All data is in real time.

You’ll see your licence allocation data at the top of the page, enabling you to check how many seats are in use at that moment.
Manage Users

To **search for a user**, enter their name or email address into the search box.

To **export a list of all license users**, click ‘Export all’.
Manage Users

To set up a user for the first time or add an additional user, click ‘+ add users’.

You’ll be given two options:

1. You can enter the user’s email address. The user will then receive an email containing a signup link. The user can follow this link to sign themselves up to the license.

2. You can simply choose to copy and paste the signup link into your own email or message.
Manage Users

To **remove a user from a license**, check the box next to the user you want to remove, then click “Remove users”.

N.B. The user won’t be notified.
Manage Groups

This feature enables you to create groups tailored to the structure and needs of your organisation. You can then add users to these groups.

When you first access the Group management page you’ll see the message below.

Let’s start adding groups!
Here you can create groups and then add users and topics to your groups.

+ add new group

N.B. There'll always be an ‘All users’ group for every license. This contains every user on the organisation’s licence.
Manage Groups

To set up a new group:

1. Click ‘+ add new group’
2. Type a name for the group and click ‘Create group’
Manage Groups

To add users to the group:

1. Click ‘+ add users to groups’

2. Create a .csv file containing just the emails of the users to add, browse for it, and click ‘Import’
Manage Groups

To add users to the group:

You’ll see a message confirming how many users have been successfully added to the group.

N.B. If you uploaded a file with an incorrect format, you’ll see an error message like the one below. If you see this message, upload a new file in the correct format to continue.
Manage Groups

To add users to the group:

Once your users have been added to the group, you'll see them listed.
Manage Groups

To search for a user, enter their name or email address into the search box.

To export a list of all users within the group, click ‘Export all’.
Manage Groups

To **remove a user from the group**, check the box next to the user you want to remove, then click “Remove selected user(s)”. 
Manage Groups

To add topics for the group to follow, click ‘Discover topics’. This will bring you to the Select Topics page where you can search for and add topics.

Once a group is following topics, you'll see them listed:

Topics
- Bank of China Ltd
- Facebook Inc
- Global Economy
- Global Trade
- US Politics & Policy
Manage Groups

To delete a topic from the group, click the ‘x’ next to the topic you want to remove.

To delete the whole group, click ‘Delete’ in the top right hand corner of the page.

To edit the name of the group, click ‘Edit’ to the right of the group name.
Manage Groups

To return to the main Groups page, click ‘MANAGE GROUPS’ in the top navigation.

Here, you’ll see all the groups that have been created, how many users are in each group, and how many topics have been set up for each group.

To make a change to a group, click on the arrow next to it.
Select Topics

This feature enables you to **search for topics across the FT**, and to set up users and groups within your organisation to follow topics based on their needs and interests.

When you access Select Topics for the first time, you'll see the following message:
Select Topics

You can use the search bar to start searching for any topic across the FT. These topics mirror the topics you can set up in myFT – they represent people, places, organisations and sectors.

Once you’ve found a relevant topic, you can subscribe selected groups and users, or all licence users, to that topic. This means you’ll be following the topic and will receive updates on it in your myFT digest email.
Select Topics

You can also review your topics and see which individuals and/or groups are following them.

If a topic is no longer relevant, you can unsubscribe individuals and/or groups from it, or delete the topic.
Select Topics

Individuals and groups will receive a notification email when you’re set up to follow a topic, informing you of the topic(s) and letting you know that licence administrators and FT staff are authorised to set up topics on your behalf.

Users can choose to delete topics you’ve been set up for by visiting myFT. You can also change the frequency of your myFT digest email, or completely unsubscribe from the myFT digest. You’ll find links for all these options within the notification email.
Select topics

More on topics and myFT digest emails

- myFT digest emails set up via Enterprise Tools will be defaulted to weekly
- Any users set up pre-Enterprise Tools will remain on a daily digest email
- Email frequency always defaults to the user’s preference
- User preferences always override any actions taken in Enterprise Tools – if they’ve deleted a topic or opted out of the myFT digest a licence administrator cannot opt them back in
- Users can change their preferences but cannot completely opt out of the Enterprise Tools service – it’s part of their organisation’s corporate subscription
- License administrators don’t have visibility on what topics a user is following organically
Usage Insights

This feature enables you to see usage activity to:

- Manage users
- Budget and forecast for the future
- Gain an enhanced understanding of our pricing
- Ensure your organisation’s license is being used effectively, by the right people

You can explore a range of metrics within Usage insights.

N.B. Usage insights will look different depending on whether you have a Team Licence or a Group / Enterprise Licence.
Usage Insights

Active users
Shows all the readers currently assigned to the licence, as well as how many are active and how many are inactive. If you want to manage your user allocation after reviewing this data, you can click ‘Manage your user allocation’ to add more users or remove inactive users.

Usage overview
(Group / Enterprise Licenses only)
Shows data on active users, breaking them down into:

- Actual core readers
- Occasional readers
- Forecasted core readers

N.B. For first year contracts this number will always be the same as the ‘Actual core reader’ number. After the first year this number will be based on the last 12 months’ usage.
Usage Insights

To discover more about various groups of users, click the category name to visit a glossary page.

You can also find this glossary in the Enterprise Tools FAQs.
Usage Insights

Usage overview (Team Licence only)
Shows the total pageviews and total counted page views per licence.

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<th>Usage overview</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td>23,978</td>
</tr>
<tr>
<td>Counted Page Views</td>
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</tbody>
</table>
Usage Insights

User reports
Explore detailed data on individual licence users.

Download report showing usage by individual users on your licence
Download individual usage data

Learn more about the metrics used in Usage Insights
Get a full overview of our pricing plan here

The process for recording the pages viewed by users of FT platforms is subject to independent assurance by PricewaterhouseCoopers LLP
Usage Insights

A range of additional individual usage metrics are available to Group and Enterprise Licences:

- Core reader
- Date became a core reader
- Total counted page views
- Total counted page views by month
Usage Insights

The following set of metrics are based on content and are shown at licence level. This means you can view up to two years of data across multiple contracts.

**Page views**

Shows the number of pages that have been loaded on the user’s browser or app, excluding app pages that were visited for less than five seconds – ‘swipes’. 
Usage Insights

Page views by device
Shows the number of pages that have been loaded on the user's browser or app, for each of their devices. This excludes app pages that were visited for less than five seconds – 'swipes'.

[Graph showing page views by device over time]
Usage Insights

Page views by platform

Shows the number of pages that have been loaded on the user's browser or app, excluding app pages that were visited for less than five seconds – ‘swipes’.

Information is displayed for each FT platform, including: ePaper, Web App, Android App, iOS App, FT.com, Full text email, Channel Partners, Other (including AMP, and anything else but not specialist titles).

*Usage data on FT platforms has a latency of 24 hours and for channel partners, usage data is only received once every four to eight weeks.
Usage Insights

**Counted page views**
Shows the number of pages that have been loaded on the user's browser or app, excluding app pages that were visited for less than five seconds – ‘swipes’.

Information is displayed for each FT platform, including: ePaper, Web App, Android App, iOS App, FT.com, Full text email, Channel Partners, Other (including AMP, and anything else but not specialist titles).

**Counted page views by device**
As above, with data displayed for each of the user’s devices.

**Counted page views by platform**
As above, with data displayed for each FT platform.
Usage Insights

Learn more about the metrics used in usage reports.

All clickstream data is subject to independent assurance by PricewaterhouseCoopers LLP.

N.B. Activity data received from third party channel partners can only be viewed at an aggregate level. This data will become available to view after four weeks or more.
More on Enterprise Tools
Find out more

View **pricing plan information** and **watch a short video** that explains how we charge for licences.

See our **glossary of terms**, to gain a greater understanding of what each usage insight metric means.

For more general information on Enterprise Tools visit [enterprise.ft.com/tools](http://enterprise.ft.com/tools) or email us at customersuccess@ft.com