FT.com highlights for corporate subscribers

FT.com gives you access to Financial Times news and commentary, company financials and market data, special reports, interactive features and much more.

Tools

- Advanced search. Use the search bar on FT.com to make detailed and specific searches for FT.com content dating back to August 2004. [ft.com/search]

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- ePaper. Used to reading the FT newspaper? View an exact replica of all editions of the FT newspaper, complete with turning pages. [ft.com/epaper]

- FT Press Cuttings. Search and view pdfs of news articles as they appeared in the FT newspaper. Plus, send links to colleagues or clients. [ft.com/presscuttings]

- FT Mobile. Access FT content on your mobile and tablet device. [ft.com/mobile]

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Managing your subscription

Use our online tools and support services to manage your team’s subscription efficiently.

View the users on your subscription

Your subscription comes with an administration tool which gives you the flexibility to manage your account at any time.
- Sign into ft.com and go to ‘Manage account’
- Click on the ‘Administration’ tab
- Access your subscription overview and an up-to-date list of the users associated with your account

Administrators can be nominated at the start of your subscription, or you can change or add further administrators by emailing customer.support@ft.com

Add, remove or search for users

You can use the administration tool to add new users or to remove access when an employee joins or leaves your organisation. You can also add existing ft.com users to your subscription using the ‘Add user’ button.

The intuitive search bar lets you find users easily.

The CSV Export button allows you to export a list of all users associated with your subscription.
How to get help

Our support team provides expert advice and technical assistance for customers on FT features and technologies. They are on hand to answer your questions, assist with access or log-in problems, set up new users and much more.

To contact the support team, please email customer.support@ft.com.

Keep up to date with what’s new for our corporate and education customers by visiting our blog at ftcorporate.ft.com/blog.

Usage reporting

As part of your subscription, you can request periodic usage reports. The report gives details on the number of people who use the service, the amount of content consumed and the platforms used.

In addition, we can serve an automated research survey to users to gather feedback about the service and their requirements, allowing you to get a complete picture of the value being delivered.

Copy and share your sign-up page URL

In the administration tool, you can find your unique sign-up page URL which you can copy and share with your colleagues or post to your intranet.
Promoting your subscription

Use our simple tools to promote the FT subscription within your organisation.

1. **Provide a quick link to ft.com**
   Add ft.com to the list of subscribed databases on your library website or intranet site.

   Our Headline API tool is an effective way of delivering relevant FT content to your team. With the tool, we can help you build a custom news feed based on your topics or sections of interest and integrate the feed onto your intranet or CRM system.

   Please contact customersuccess@ft.com if you are interested in setting up a customised news feed for your organisation.

   We also have a range of RSS feeds available, which you can view at ft.com/rss

2. **Tell your users about ft.com**
   Promoting your subscription is easy. Simply share the URL to your unique sign-up page with your colleagues or add it to your intranet, blog or internal newsletter.

3. **Promote ft.com with marketing materials**
   An ft.com guide is available in print and a PDF is available for distribution to the users of your subscription.

   To download a PDF copy, please visit ftcorporate.ft.com/resources and search for ‘ft.com user guide’. You can request print copies from your Account Manager or Product Consultant.
4. **Offer training and demos to users**

Help your users get the most out of your FT subscription by providing and promoting training opportunities.

We offer complimentary training and support services to make users aware of the information at their disposal and help them save time finding the content they need.

**An introductory demonstration includes:**

- An overview of the main sections of the site
- Key columnists to follow
- How to access markets data, research and charting tools
- Tips for using the search function
- How to set up feeds and alerts
- Accessing the FT on mobiles and tablets

Training can be done face-to-face or via webex. Our FT consultants also run on-site events or drop-ins, often in a library or canteen, where users can create accounts, download apps and ask questions about the FT’s service.

Email customersuccess@ft.com to find out more.

“**The overview and content was perfect. I thought it was well paced and contained the right amount of information so as not to overload people. I have spoken to several of the attendees and they found it very useful.**”

**Advisory Firm**

“**Thank you for the Webex this morning, I think it was very helpful for the trainees. Everyone has learnt new features and they really liked the archive. I hope to plan more of these Webex sessions.**”

**Financial Markets Supervisory Organisation**
Setting up your subscription

Follow these easy steps to get your team started with your subscription

1. **Activate your subscription**

   To start using ft.com, you will first need to create your account using your unique sign-up page URL. This process associates your ft.com account to your team or organisation's subscription.

   On the sign-up page, you or your colleagues will be asked to enter your name, email address and country, and you will be asked to set your password.

   Alternatively, as the licence administrator, you can add users using the administration tool. Please see the Managing your Subscription section for more information.

   Following sign-up, users will receive a series of welcome emails that will provide a useful overview of ft.com sections, columnists and tools.

   You can apply domain restrictions to your sign-up page if you want to limit sign-ups to your company’s email domain only and block personal email addresses.

   Please contact **customer.support@ft.com** to set up domain restrictions.

![Sign Up Page](ft.com/join)
2. **FT.com across your organisation**

The FT provides organisations with a tool called Access Manager that simplifies the process for readers to join your subscription.

Access manager uses IP authentication to generate a message to users when they visit ft.com, which informs them about the subscription and invites them to join.

To set-up Access Manager, you just need to provide your organisation's IP address along with your logo.

Please contact [customer.support@ft.com](mailto:customer.support@ft.com) if you would like to set up Access Manager.

“With Access Manager, we can control how the service is implemented and I get a transparent view of how the service is being used.”

Karen Gray  
Head of Information Resources, LG
3. **Access on 3rd party channels**

Organisations with subscription for more than 10 users can access FT journalism via 3rd party news aggregation platforms, such as Factiva, LexisNexis, WestLaw and Bloomberg, and media monitoring services including Precise Media & Durrants.

The price of an FT licence is based on the number of users, not the technology platforms used to access the information. Even if you use multiple channels, you only pay once to access FT content.

To arrange access via a platform your organisation uses, please contact

[customer.support@ft.com](mailto:customer.support@ft.com)

For a full list of channel partners, visit

[ft.com/3rdpartychannels](http://ft.com/3rdpartychannels)
4. **FT on mobile and tablets**
   Get quick and easy access to FT news on the move. As part of your corporate subscription, users can access the FT on their mobile phones and tablet devices using their same ft.com log-in details.
   
   - **FT web app for iPad and iPhone.**
     Type app.ft.com into your Safari or Chrome browser to access the web app. Add the app to your home screen by tapping the share button and select ‘Add to the Home Screen’ icon to enjoy full access even when you’re offline.
   
   - **FT Android app.**
     The Financial Times app for Android is available to download for free from the Google Play store. Simply click the button above to download and start reading the FT on your device.
   
   - **FT mobile website.**
     Visit m.ft.com straight from the browser on your mobile phone.

5. **Custom email alerts**
   As part of your corporate service, you have the option of creating tailored email alerts to deliver the content most relevant to your organisation.

   The corporate services alerts are based on key words, topics and site sections specified by you. They might include specific companies or competitors you’re tracking, key industry trends or particular columnists of interest – delivered daily in one consolidated email.

   Contact customersuccess@ft.com to build custom alerts for your organisation.