

Your SciFinderⁿ team

Team contact:
kfaerber@acs-i.org



SCIFINDERⁿ
A CAS SOLUTION

Help options in Scifinderⁿ

Who to contact

- CAS Customer Center
help@cas.org
+1-614-447-3731
- CAS trainer team
kfaerber@acs-i.org

Online help outside Scifinderⁿ

HBZ support page

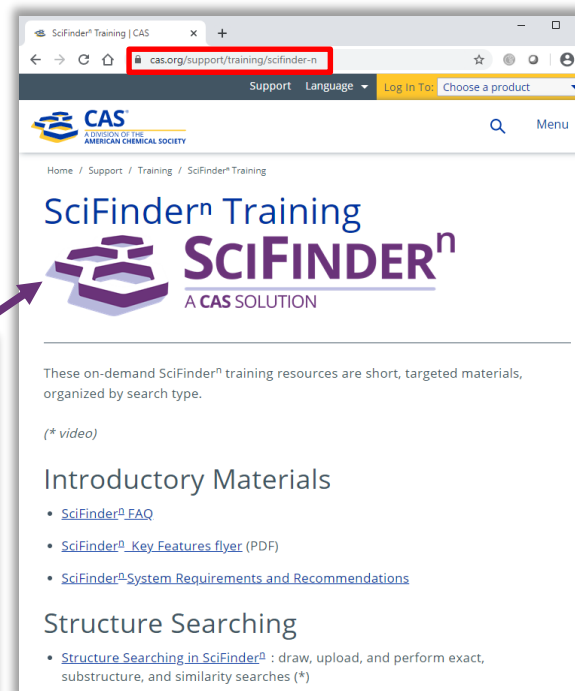
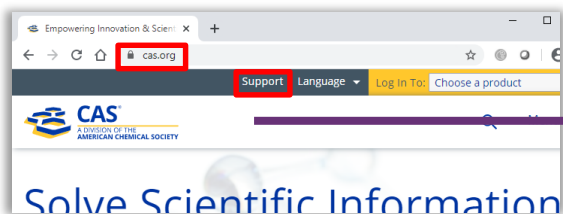
- <https://www.cas.org/hbz/schulungsseite>
- Tutorials
- Quick start guides
- Videos



Online help outside Scifinderⁿ

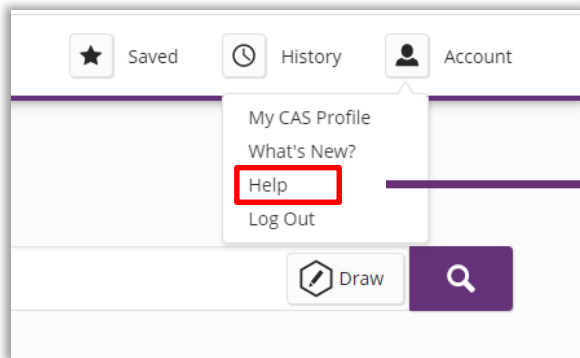
General support page

- <https://www.cas.org/support/training/scifinder-n>
- Tutorials
- Quick start guides
- Videos

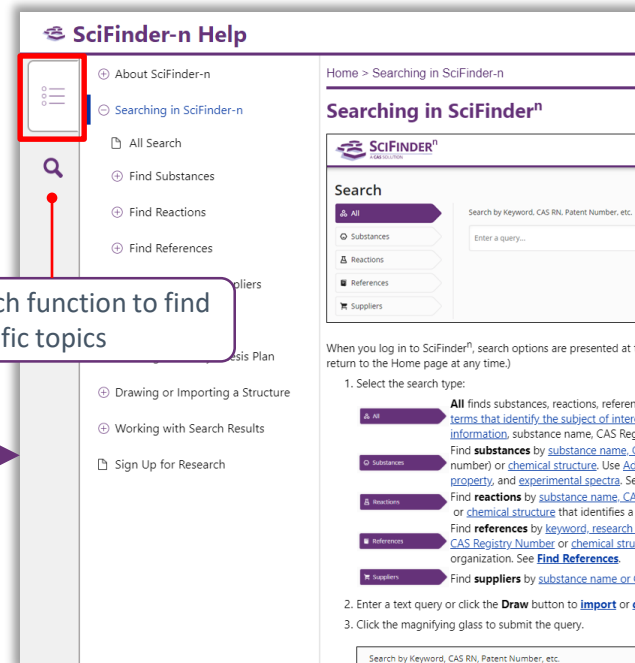


Internal help options

Select Help from pulldown menu to access in-product help

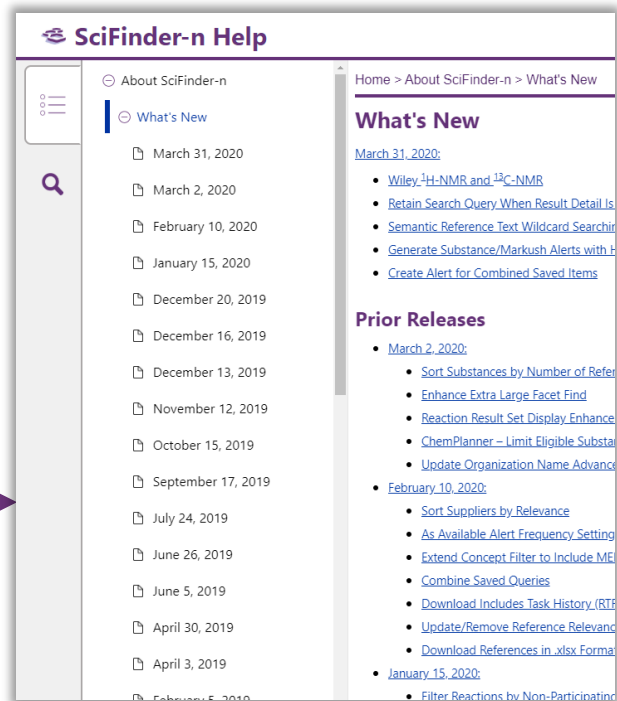
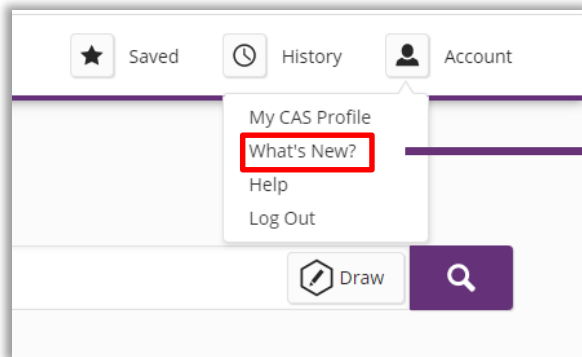


Search function to find specific topics

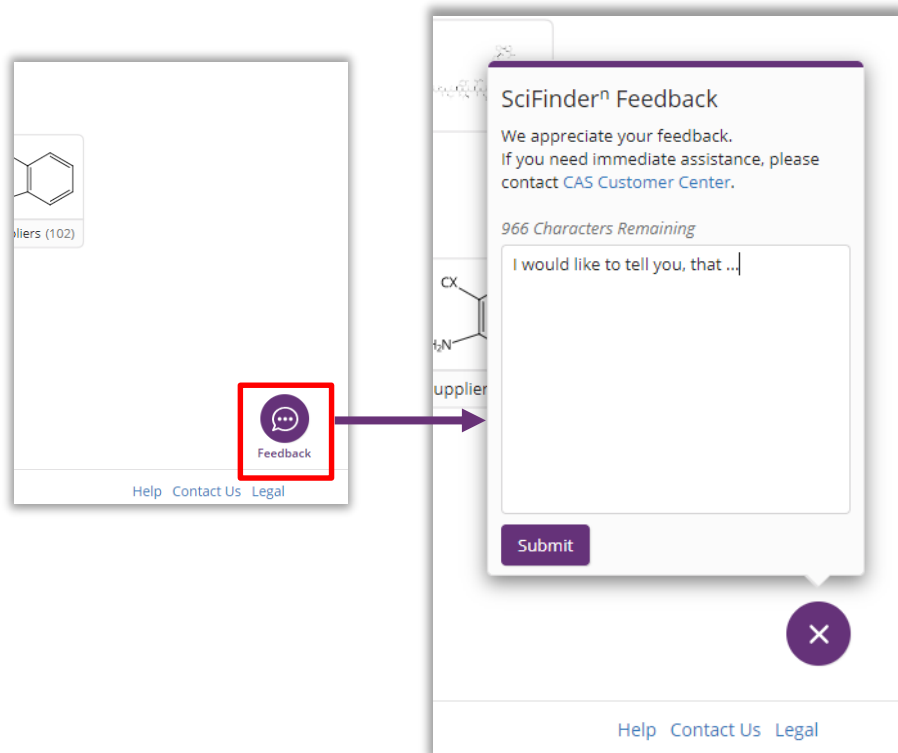


What's new?

Keep up to date on newest changes to SciFinderⁿ by checking “What’s New?” found in help

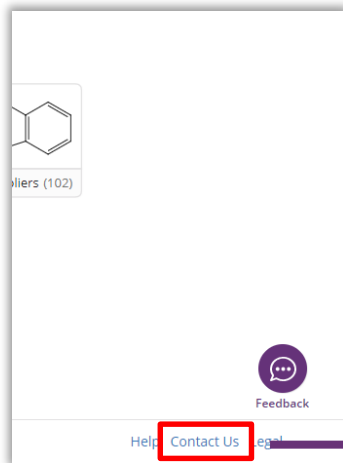


Feedback button



The feedback button is found on some pages and allows the user to send comments to CAS

Contact us



The main contact page for SciFinder. At the top is the SciFinder logo with the tagline 'A CAS SOLUTION'. Below the logo is the heading 'Contact Us'. The page is divided into two columns. The left column contains a contact form with the following fields: 'Name' (containing 'Lena X Blumenthal'), 'Email' (containing 'lblumenthal@acs-l.org'), 'Phone Number (optional)', 'Subject', and 'Comments'. A 'Limit: 40 characters' note is positioned below the subject field. The right column contains contact information for the 'CAS Customer Center', including contact hours (8 a.m. - 6 p.m. Monday - Friday, U.S. Eastern Time), phone numbers (1-800-753-4227 for North America, +1-614-447-3700 for outside North America), and three options for assistance: 'Option 2: General Information or account-related questions', 'Option 3: Assistance with search strategies, database content, or using a product', and 'Option 4: Technical assistance with software setup, installation, and configuration'. At the bottom of the right column are the email address 'help@cas.org' and the internet URL 'http://www.cas.org/contact-us/cas-customer-center'.