



essential*fm*.com

June 2003 Edition

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1. ABOUT THIS SERVICE

1.1 What is essentialfm.com?

Essentialfm.com is a web-based information portal developed specifically for facilities professionals in the UK. It contains essential best practice and compliance information that will help you work safely and effectively within the law, improve performance, reduce costs and stay ahead of the competition.

1.2 What is available on the site?

1.2.1 Free content

Essentialfm.com offers FREE current awareness information, alerting you to the practical and legal issues affecting your day-to-day work, pointing you to other quality online resources and providing access to the latest jobs in the facilities arena.

1.2.2 Subscription content

Essentialfm.com also hosts the online version of the reference looseleaf *The Complete Guide to Facilities Management* (see **1.3 What is the *Complete Guide to Facilities Management*?**). Subscribers can access the looseleaf online, with the added benefits of:

- **search facilities** – ensuring users can find the information they are looking for, fast, with a simple keyword search or an advanced search for more targeted searching
- **hypertext linking** – providing automatic links within the text so users can access cross references with one click of the mouse

Subscribers to Legislation Direct can also benefit from direct links to the full, updated UK legislation with one click of the mouse. Visit <http://www.butterworths.com> to find out more about subscribing to Legislation Direct and other Butterworths Services.

1.3 What is the *Complete Guide to Facilities Management*?

The Complete Guide to Facilities Management is a brand new looseleaf service that provides busy facilities managers with the practical, business-driven information to effectively administer their facilities. Covering everything from building maintenance and contract management to property strategy and communications infrastructure, it covers all the essential issues that facilities managers deal with on a daily basis.

Available on subscription, *The Complete Guide to Facilities Management* is published as a **looseleaf volume** that comes with over 900 pages of practical facilities information together with an **online service** covering:

- health and safety management
- building services and maintenance
- staff workplace facilities
- front of house and customer care
- cleaning and catering
- fire safety and security
- utilities
- environmental management
- IT, telecoms and reprographics
- outsourcing and contract management
- construction projects
- property and fleet management
- business and finance
- case studies
- case law

Written for facilities practitioners, by facilities practitioners, *The Complete Guide to Facilities Management* provides:

- day-to-day management and best practice information
- essential compliance information with coverage of key legislation
- model policies, procedures and checklists

For more information, contact Kate Backler by email: kate.backler@lexisnexis.co.uk, tel: 020 7400 2657 or visit <http://rimer.butterworths.co.uk/webcat/enquiry/> to access the LexisNexis UK online catalogue.

2. ACCESSING THE SERVICE

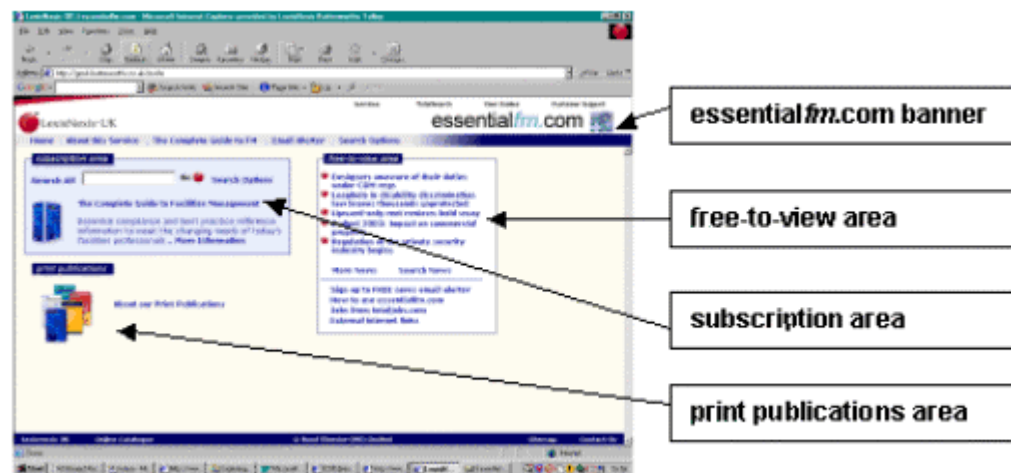
2.1 Accessing essentialfm.com

To access essentialfm.com, select **Butterworths Services** from the Butterworths Lexis Direct home page (www.butterworths.com) and then left click on the **essentialfm.com** logo, pictured below:



Alternatively you can access essentialfm.com at www.essentialfm.com or www.essentialfacilitiesmanagement.com.

The following screen is the essentialfm.com opening screen:

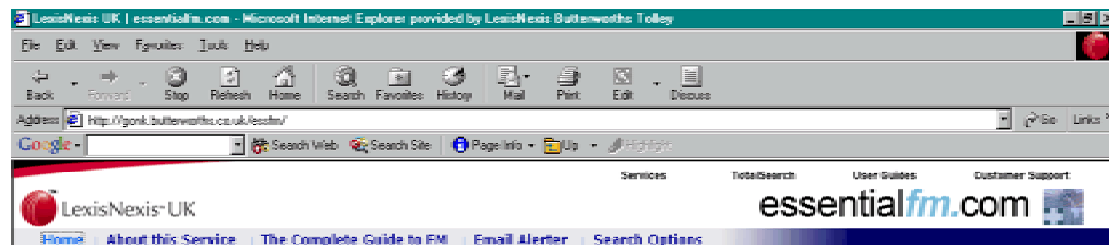


2.2 Getting to know the homepage

You can navigate the service by clicking on any of the active links.

2.2.1 The essentialfm.com banner

The essentialfm.com banner is shown below:



The essentialfm.com banner includes two sets of options:

Butterworths Services options (in black at top right of banner):

- **Services** – this takes you to the main **Butterworths Services** page, which provides access for subscribers to a library of UK law and regulatory online services.
- **Total Search** – this offers subscribers to more than one of Butterworths Services the opportunity to search across all the sites they subscribe to at once.
- **User Guides** – this provides a link to all user guides for Butterworths Services.
- **Customer Support** – subscribers to any of the Butterworths Services (including *essentialfm.com*) can access the Customer Support Department, comprising over 70 dedicated support consultants including content, product, technical and foreign language specialists.

Essentialfm.com options (in blue at bottom left of banner):

- **Home** – this takes you to the home page of *essentialfm.com*. (The *essentialfm.com* logo at the right of the banner will also take you to the home page.)
- **About this Service** – this provides information on the content of *essentialfm.com* and how to use and subscribe to the service.
- **The Complete Guide to FM** – this takes subscribers to the online version of *The Complete Guide to Facilities Management* (see **4. How to use the subscription service**).
- **Email Alerter** – this links to the email alerter sign-up page, available free of charge.
- **Search Options** – this takes you to the search options for *essentialfm.com*:
 - ❑ **Search All** – searches all the data on the site, both subscription content and free news content – only available to subscribers.
 - ❑ **Search news archive** – searches all news stories on the site – available free (see **2.4.3 Search news**).
 - ❑ **Normal search** – searches only the subscription content – available only to subscribers, see **3.1.2 Search**.

2.2.2 Main content area

The screenshot displays the main content area of the website, divided into three sections:

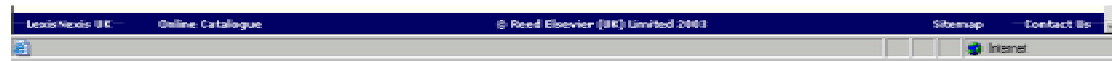
- subscription area:** Features a search bar with 'Search All' and 'Search Options' buttons. Below it is a featured article titled 'The Complete Guide to Facilities Management' with a sub-headline 'Essential compliance and best practice reference information to meet the changing needs of today's facilities professionals' and a 'More Information...' link.
- free-to-view area:** Lists several news items with red circular icons: 'Passive smoking at work claims three lives a day', 'Survey reveals top tips for facilities cost reduction', 'Loophole in disability discrimination law leaves thousands unprotected', 'Designers unaware of their duties under CDM regs', and 'Upward-only rent reviews hold sway'. It includes 'More News' and 'Search News' links, and a footer with 'Sign up to FREE news email alerter', 'How to use essentialfm.com', 'Tips from totaljobs.com', and 'External internet links'.
- print publications:** Shows a stack of colorful brochures and a link 'About our Print Publications'.

They comprise the following:

- subscription area (see **2.3 Subscription area**)
- free-to-view area (see **2.4 Free-to-view area**)
- print publications area (see **2.5 Print publications area**)

2.2.3 Banner at bottom of screen

The banner at the bottom of the screen, shown below:

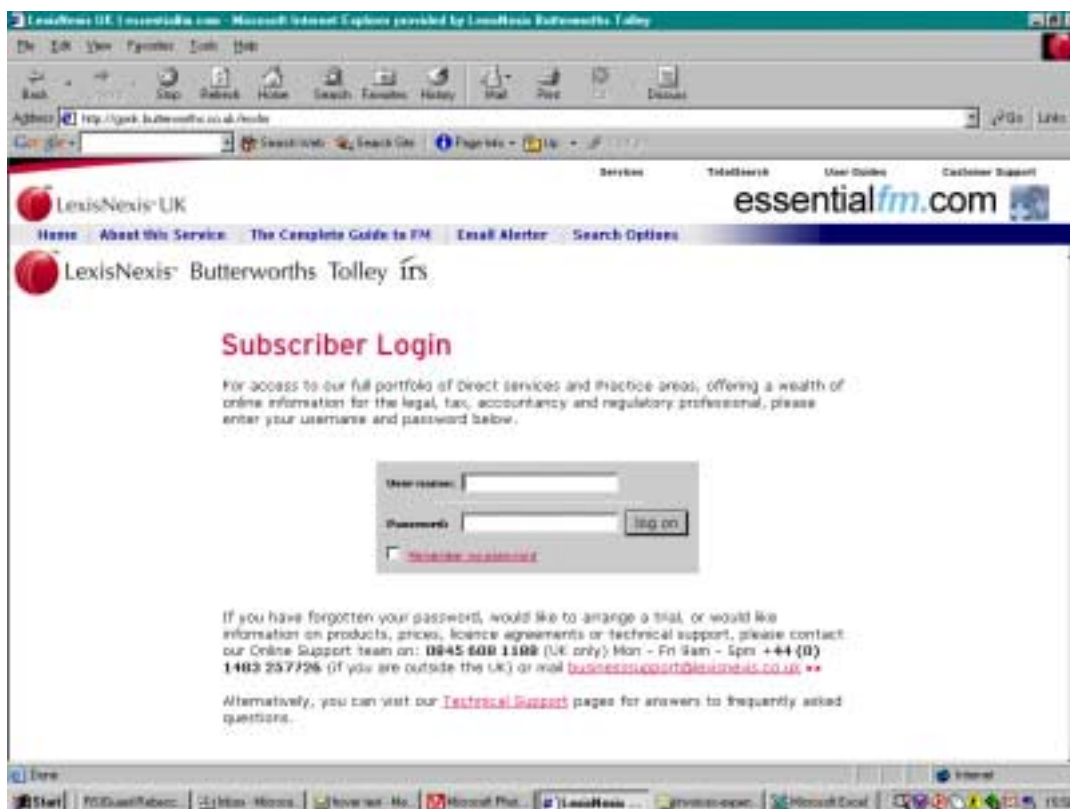


includes the following options:

- **LexisNexis UK** – takes you to the main LexisNexis UK website
- **Online catalogue** – takes you to the online LexisNexis UK catalogue
- **© Reed Elsevier (UK) Limited 2003** – explanation of copyright details
- **Sitemap** – another way to navigate the site, the sitemap contains a clear typographical list of all areas of the site. Clicking on each link will take you to that section
- **Contact us** – contains all the contact information you will need for sales, online customer services, editorial, book customer services, training and a feedback form for editorial comments.

2.3 Subscription area

Only subscribers to *The Complete Guide to Facilities Management* can access the subscription area. To access the subscription area of the site you will need to log in. Once you attempt to access data within the subscription area, either by clicking on *The Complete Guide to Facilities Management* links or commencing a search, you will be taken to the log-in screen and asked to enter your user name and password.



Please note that if the service remains inactive for 30 minutes or more, your log-in session will expire and you will need to log in once more.

Subscribers should automatically receive a user name and password. Please contact the Online Support Team on tel: 0845 608 1188 or email businesssupport@lexisnexis.co.uk if you have not received a user name and password.

Non-subscribers can click on the “**More information...**” link in the subscription box to find out more about the content hosted in the subscription area, see **1. About this service**, above or sign up for a free trial at http://www.butterworths.com/utilities/create_account.asp.

For more information on how to use the subscription service, see 3. HOW TO USE THE SUBSCRIPTION SERVICE.

2.4 Free-to-view area

This area is free to view and can be accessed by left clicking on the active links. (See 2.4.1-2.4.7 for an explanation of options within the free-to-view area).

2.4.1 News headlines

The latest news headlines are displayed on the homepage. Simply click on the link to read the full news story.

2.4.2 More news

This link takes you to a page containing the last 30 news stories published on *essentialfm.com*.

2.4.3 Search news

This enables you to search the news archive for *essentialfm.com*. Simply enter your search word or phrase into the search input box, select a date range and classifications for your search.

2.4.4 Sign up to free email alerter

The news on *essentialfm.com* can be e-mailed direct to your desktop as often as you require it – daily, weekly or monthly FREE of charge. Simply enter your e-mail address on the next screen and click the submit button. You'll then be presented with options for how often you would like to receive the news and/or information on forthcoming events. Make your choice and click on “**confirm**”, and the news will be e-mailed direct to you, FREE of charge as often as you need it.

2.4.5 How to use *essentialfm.com*

This contains information on how to use the site.

2.4.6 Jobs from *totaljobs.com*

essentialfm.com's tailored minisite from *totaljobs.com* gives you access to hundreds of facilities-related jobs. Click on the options to search through jobs in the construction, property, IT and senior appointments fields. You can search by job title, location, job type, organisation type or keyword. You can also request e-mails of new jobs matching your search criteria, add the job to your jobfile, apply online and network your CV.

2.4.7 External internet links

essentialfm.com's links to a selection of best practice organisations, government bodies, professional associations and information sources are divided into the following areas:

- Buildings and construction
- Contract management and outsourcing
- Energy, water and environmental management
- FM associations and organisations
- Flexible workstyles
- Health and safety
- Official information sources
- Property and offices
- Performance measurement

Subscribers to *The Complete Guide to Facilities Management (CGFM)* can also access a more extensive listing of associations, organisations and publications through the online version of *CGFM*. From the navigation tree – select **Appendix A: Publications or Appendix B: Associations and organisations**.

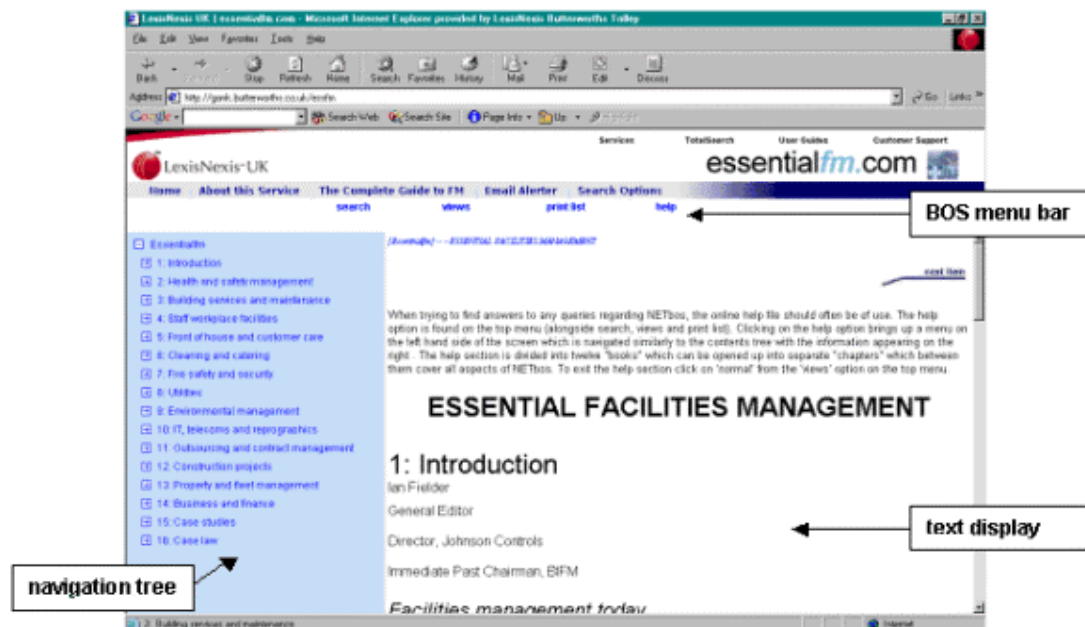
2.5 Print publications area

This area is free to view and can be accessed by left clicking on the active links. This contains information on print publications produced by LexisNexis UK in the facilities management field.

3. HOW TO USE THE SUBSCRIPTION SERVICE

3.1 Books on screen (BOS) software

The online version of *The Complete Guide to Facilities Management (CGFM)* uses the internet version of the LexisNexis UK *Books on Screen (BOS)* software, shown below:



3.1.1 BOS menu bar

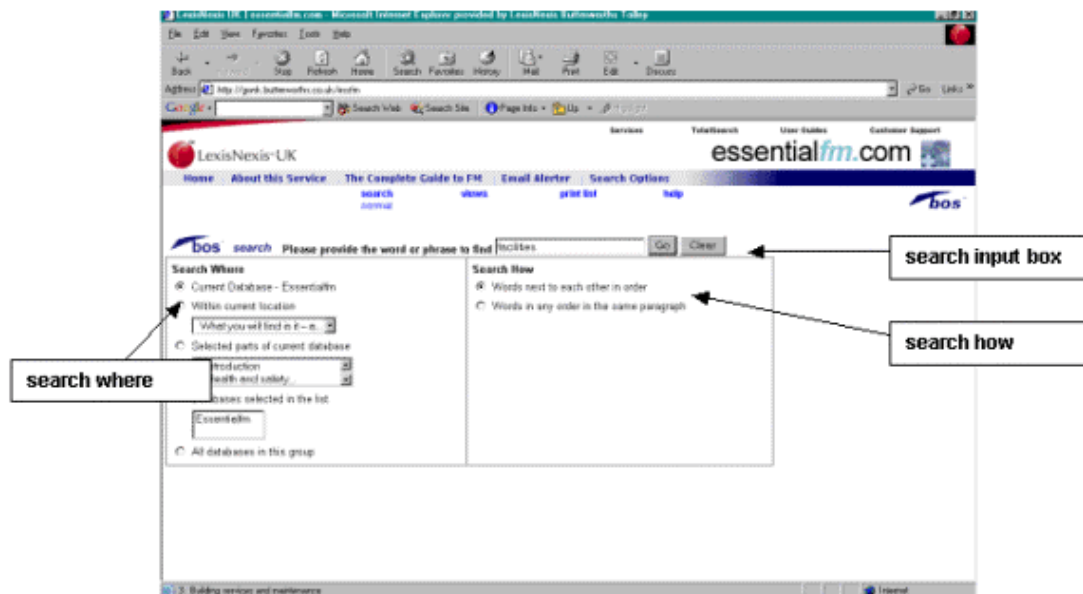
The BOS menu bar sits under the essentialfm.com 'banner'. The BOS menu bar contains the following options:

- **search** (see 3.1.2)
- **views** (see 3.2.3)
- **print list** (see 3.2.4)
- **help** (see 3.2.5)

Moving the cursor over these items will produce a menu. Highlight the item required by moving the cursor down and right and click once with the left-hand mouse button.

3.1.2 Search

By moving the cursor over the “**Search**” option in the BOS menu bar, you can highlight and select the (only) search option: “**Normal**”. You will then be presented with the following search screen:



3.1.2.1 Search input box

Type a word or phrase into the search input box and click “**Go**” to start the search, or “**Clear**” to clear the search and start again.

N.B. Before clicking on “**Go**” you may wish to check that the “**Search Where**” and “**Search How**” options are correct (see below). The default search will be to search for words next to each other in order in the whole database, i.e. *The Complete Guide to Facilities Management*.

Points to remember about your search words

1. The more specific you can be when entering search terms in to the search engine – the more useful the results will be. Instead of searching for “**facilities**”, try narrowing down the possible search results by:
 - using more than one word e.g. “**facilities management**”
 - using Boolean operators e.g. “**facilities management AND costs**” (see **Boolean operators**, below)
 - refining the search area e.g. search specific chapters rather than the whole database
2. Searching is not case sensitive, so do not worry about upper or lower case (NB see **Boolean operators**, below).
3. If you use punctuation in your search phrase; only exact matches of the phrase, including the punctuation will be found. If you omit the punctuation, all occurrences of the search phrase will be found whether they contain the punctuation or not.
4. The text box where the required word or phrase is entered is fully scrollable beyond the amount of text displayed.

Wildcards

- * (**asterisk**) – represents any character or amount of characters. E.g. Typing in “**tax ***” will find any word beginning with tax, such as taxable, taxation, taxicab
- ? (**question mark**) – represents any character, but the number of question marks determines the number of additional characters. E.g. “**tax??**” will find any word beginning with tax and followed by two letters or less, such as taxes, taxi and tax

Boolean operators

Boolean operators are words you can use to separate two or more words or phrases. They are used to compress the scope of your search to produce more precise results. The Boolean operators supported are:

- AND (must be upper case)
- OR (must be upper case)
- NOT (must be upper case)

The Boolean operators are recognised by entering them in upper case. If you enter them in lower case, the word itself will be searched for. Parentheses (brackets) can also be used to group complex phrases. See the examples below:

Search phrase	Search results
health and safety AND visitors	searches for paragraphs containing the words <i>health and safety</i> and <i>visitors</i>
health and safety OR visitors	searches for paragraphs containing the words <i>health and safety</i> or <i>visitors</i>
health and safety NOT visitors	searches for paragraphs containing the words <i>health and safety</i> but not <i>visitors</i>
health and safety AND (visitors OR children)	searches for paragraphs containing the words <i>health and safety</i> provided that <i>visitors</i> or <i>children</i> appear in the same paragraph
health and safety NOT (visitors OR children)	searches for paragraphs containing the words <i>health and safety</i> provided that they do not contain the words <i>visitors</i> or <i>children</i>

3.1.2.2 Search where

The following search options are available:

- **current database** – this is the default search option and will search the whole database, i.e. *The Complete Guide to Facilities Management*.
- **within current location** – will search the chapter you are currently in
- **selected parts of current database** – will search a specific chapter (to select more than one chapter, hold down the Ctrl key as you highlight and click on each chapter required)
- **databases selected in the list** – there is currently just one database, *The Complete Guide to Facilities Management*, so there is no need to select this option at present
- **all databases in this group** – there is currently just one database, *The Complete Guide to Facilities Management*, so there is no need to select this option at present

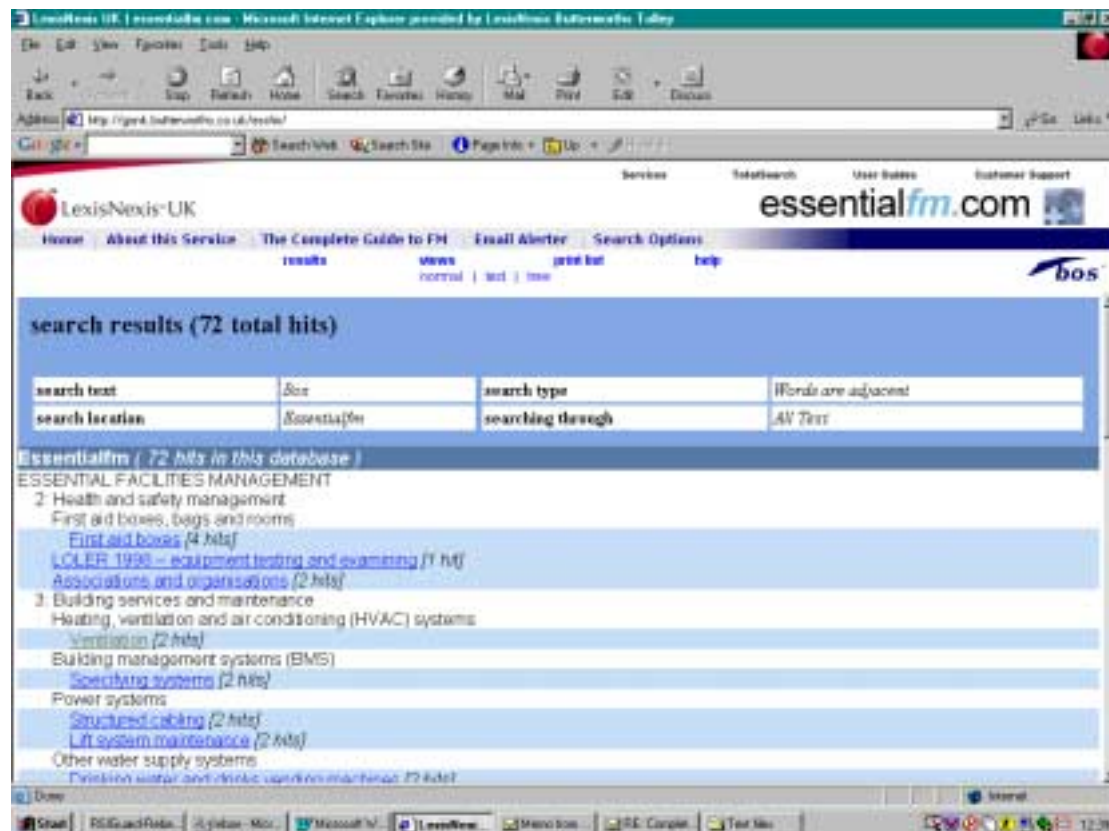
3.1.2.3 Search how

The following search options are available:

- **words next to each other in order** – this is the default option and will carry out a search of words or phrases exactly as you have typed
- **words in any order in the same paragraph** – this option will search for the words in the same paragraph, but not necessarily appearing together

3.1.2.4 Navigating the search results

After carrying out a search the results are displayed in the search results screen, shown below:



The search results screen displays the results of your search as blue underlined hypertext links in a blue tinted bar. Above the tinted bar you will see details of the chapter and section in which the results have been found. The number of 'hits' refers to the number of mentions of your search term in any given section.

Clicking on the underlined hypertext link will take you directly to the search results; each incidence of the search term is shown in red for easy reference.

Once a search has been performed, the “**search**” icon in the BOS menu bar changes to a “**results**” icon. This option allows you to move through the results from the text view screen, without needing to return to the search screen. Hovering over the “**results**” icon will reveal four choices:

- **next** – allows you to move to the next search result
- **previous** – allows you to move to the previous search result
- **clear** – clears the previous search results and takes you back to the search page
- **list** – returns you to the original search results page

Move your cursor down and to the right to highlight any of these options.

N.B. The search results icon will remain on the BOS menu bar until you hit “**clear**”, and you will be returned to the search screen.

3.1.3 Views

From this menu you can choose to view the screen in either normal view, text view or tree view:

- **Normal view** – This is the default screen, which shows both the navigation tree and text view. The width of the navigation tree can be altered by hovering on the right hand edge of the tinted box and, once the cursor has changed to a double-headed arrow, dragging to the left or right.
- **Text view** – By clicking on text view the window showing the text is expanded to the full width of the screen. The navigation tree is still available, but the view is simply hidden until you reselect normal or tree view.
- **Tree view** – Click on the tree view icon to view the hierarchical contents display only.

3.1.4 Print list

This will show sections required for printing to the list in preparation for a print run. See **3.5 Printing, copying and pasting** for more information.

3.1.5 Help

Click on this icon to view the help resource, an online library of technical support which will provide information on getting started, using the service, searching tips etc.

3.2 Navigation tree

The navigation tree on the left hand side of the screen is a hierarchical contents display designed to:

- allow quick and easy navigation using the hierarchical contents structure
- show where the text displayed in the text display window is in the hierarchy of the contents structure

There are two icons used in the navigation tree:

- **plus sign icon** – indicates that this section contains sub levels, which can be expanded by clicking once on the plus sign. Once expanded, the plus sign becomes a minus sign. Clicking once on the minus sign will contract the sub levels in the navigation tree and restore the previous view. Click on the title of the section to display the required section in the text view window.
- **page icon** – indicates a heading that has no further sub levels. Clicking on the title of this section will show the relevant section in the text view window.

You can scroll through the navigation tree using the scroll bar, or, once you have placed the cursor in the tree view window and clicked once with the mouse, you can use the arrow keys on the keyboard in order to navigate.

3.3 Text display

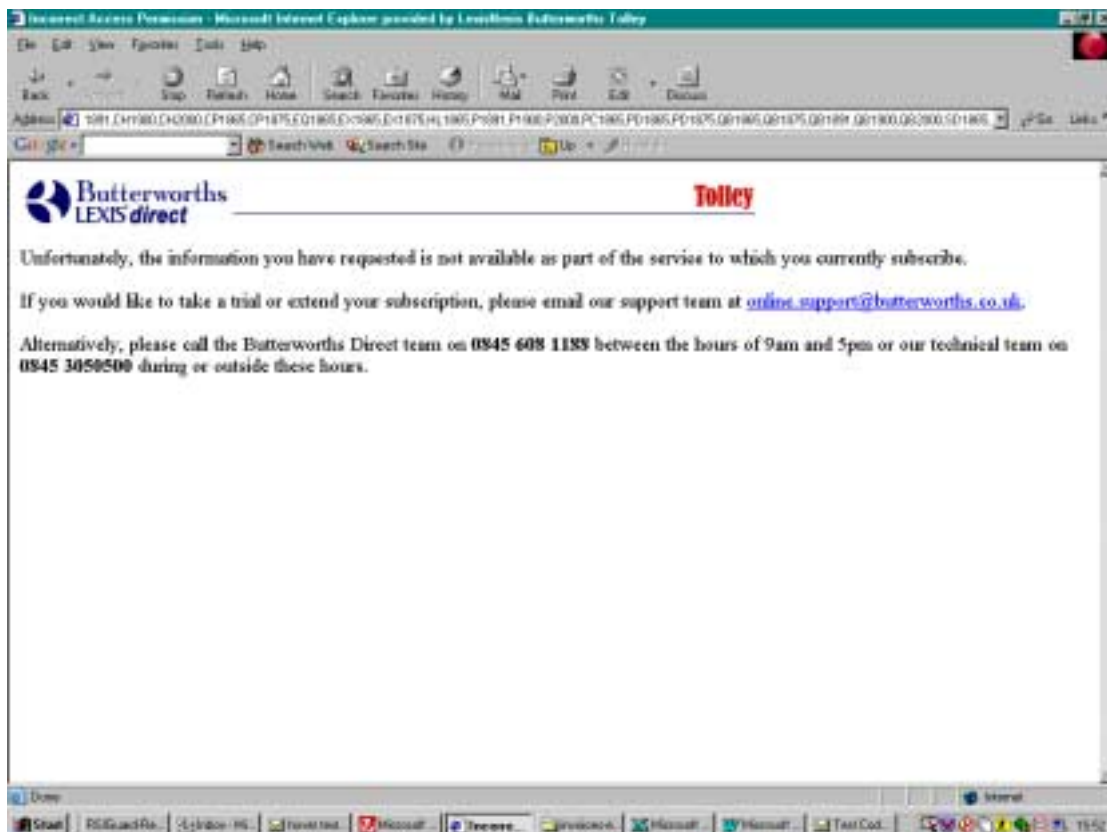
The text of the *Complete Guide to Facilities Management* is displayed within the text display window.

3.3.1 Hypertext links

Hypertext is a facility which allows you to click on a cross reference within the text, and immediately access that reference. Hypertext links are always shown in blue; some links will be internal to the *Complete Guide to Facilities Management*, and some, such as links to full UK legislation, are external links only available to subscribers to the online service Legislation Direct (see **1.2 What is available on the site?**).

To access the cross reference, point the cursor over the blue link until it changes to a hand, then left click once with the mouse. The link will turn grey and very shortly the cross-reference text will be displayed in the text view screen. Click on the **“Back”** button on the internet browser tool bar in order to return to the previous view.

N.B. The following screen is shown when a hypertext link is attempted but you do not have a subscription to that service. If you do hold a subscription to that service, you will be taken to the relevant link immediately.



3.3.2 Images and graphics

Some images and graphics cannot be displayed within the text display window. You will see the following hypertext link where the image should appear: [CLICK HERE TO VIEW IMAGE](#). You will need to click once on this link in order to view the image. The images will pop up in a separate internet browser window, from which you can view and print. Simply close the window to return to the text display window.

3.3.3 Scrolling within the text view window

Text can be scrolled up or down, or from side to side, using the arrows on the scroll bar. If the cursor is in the text view window, use the arrow keys on the keyboard. Clicking on the icons "**next item**" and "**previous item**" displayed at the top and bottom of the text view window will show the section before or after the one you are currently viewing.

3.4 Printing

3.4.1 Printing from the internet browser

3.4.1.1 Printing Search Results

It is possible to print out search results from the search results screen. Once you are in the search results screen:

- from the menu click on "**File**" then "**Print**"
- using the keyboard **Ctrl + P**

3.4.1.2 Printing Text

Any text from can be printed straight from the service. Having clicked with the cursor in the text window use one of three methods:

- click on the print icon on the browser toolbar
- from the Menu click on "**File**" then "**Print**"
- using the keyboard **Ctrl + P**

If preferred, you can copy to the clipboard or word processing package and print from there (see **3.4.3 Copy and paste**).

3.4.1.3 Printing selected areas of text

Select the part of the text you wish to print by placing the cursor at the beginning of the required text, hold down the left hand mouse button and drag the mouse until you reach the end of the section you require.

Once the selected portion of text has been highlighted, from the "**Menu**" click on "**File**" then "**Print**", or using the keyboard **Ctrl + P**. When the print dialogue box appears choose "**Selection**" in the "**Print Range**" box as shown. Click on "**OK**".

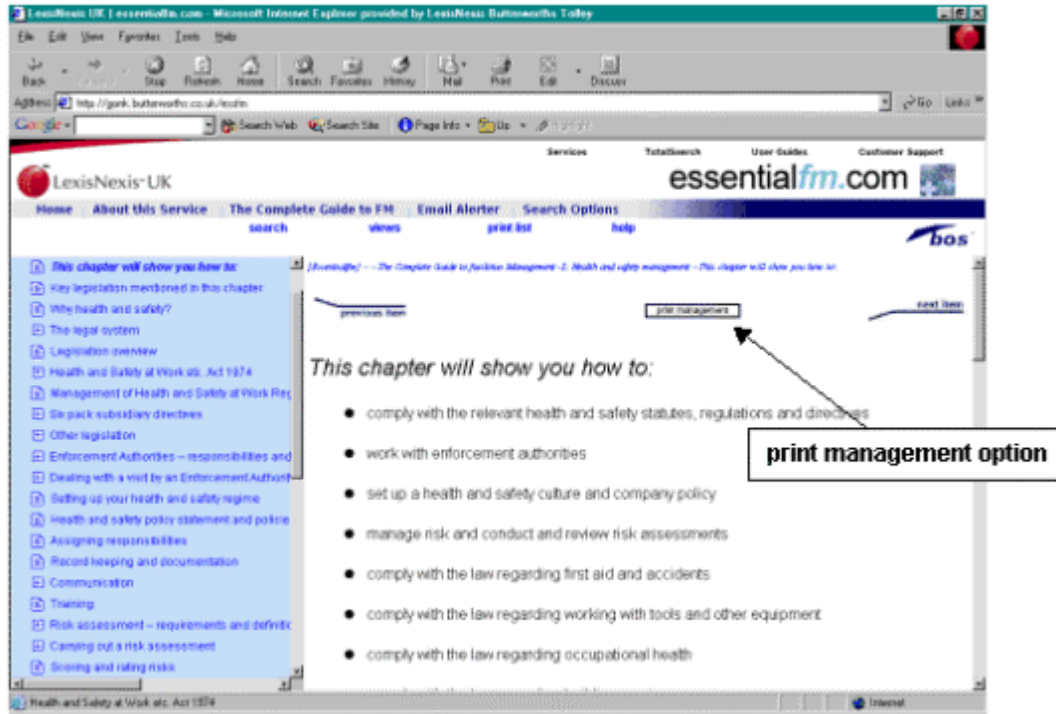
3.4.1.4 Printing the navigation tree view

You may print out the navigation tree view screen if required. Having clicked with the mouse in the tree view screen, you can print by any one of the three methods shown.

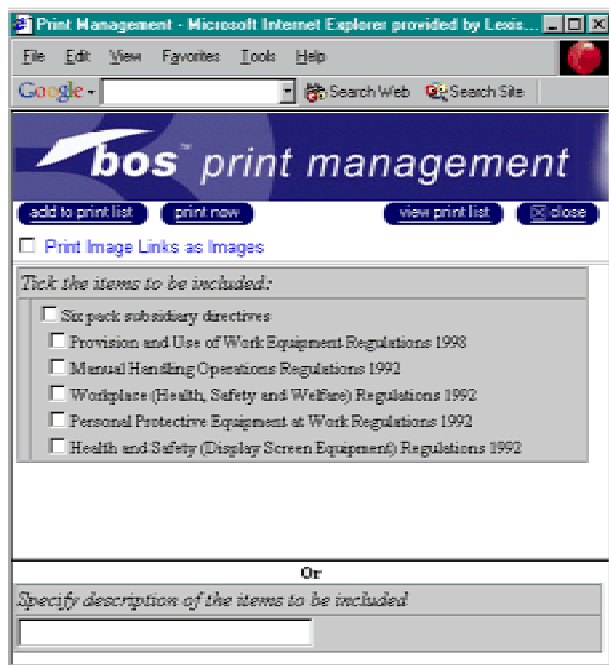
- click on the print icon on the browser toolbar.
- from the Menu click on "**File**" then "**Print**"
- using the keyboard **Ctrl + P**

3.4.2 Print management

The print management option allows you to select and collate whole chapters or sections for immediate or later printing. Click on the “**print management**” icon, found at the top middle and bottom middle of the text view window, to the left of the “**next item**” icon, shown below:



The print management browser window will be opened, as follows:



Select the items you wish to print by clicking on the empty squares. Clicking on a main level heading will select that heading, together with all sub levels to that heading. Clicking on a sub level heading will just select that heading. Deselect by clicking once more in the square. You then have the option to:

- **add to print list** – this will add the selected items to the print list, which can be accessed at any time to print or edit your selected items
- **print now** – this takes you to a new browser screen which collates all selected items and will allow you to print the selected items immediately. Note that the title of the section/document will be printed at the top of each entry.
- **view print list** – select this option to view the current print list. You will be able to edit and remove items, or clear the print list completely. Click on “**print now**” to print the items in your print list, or “**close**” to return to the text view window. This can also be accessed by clicking on “**print list**” in the BOS menu bar.
- **close** – closes the print management box and returns you to the text view window.
- **print image links as images** – where images appear as hypertext links in the text, these will be printed as links unless you select this option. This enables images to be printed as images in sequence with the text i.e. at the point where the hypertext link appears. Please note that if the link is near the bottom of a printed page, the image may be split over two pages. If you wish to print an image on a separate sheet, you should open the image up from the text view window by clicking on the hypertext link and print using the browser toolbar, menu or keyboard as previously described.

3.4.3 Copy and paste

You are able to copy all or a selected part of the text from the text view window. This facility will be particularly useful if you wish to adapt some of our model policies and procedures for your own organisation.

3.4.3.1 Copy and paste all text

To copy all text in the text view window, click on “**Edit**” then “**Select all**” from the internet browser menu bar. When the text has been highlighted (i.e. changed to white text on a blue background) click on “**Edit**” then “**Copy**”. The text has been copied to the clipboard. If you have opened a word processing package you will be able to paste the text directly in.

3.4.3.2 Copy and paste selected text

Select the part of the text you wish to copy by pointing the cursor at the beginning of the required text, holding down the left-hand mouse button and dragging the mouse until you reach the end of the section. This will highlight the selected portion of text (i.e. white text on a blue background). Click on “**Edit**” from the menu bar then “**Copy**”. The text has been copied to the clipboard. If you have opened a word processing package you will be able to paste the text directly in.

4. CONTACT INFORMATION

Online Customer Service

(Subscription, prices, product information, product trials, and technical support)

Tel: 0845 6081188

Address: Online Customer Service, LexisNexis UK, Globe House, Victoria Way, Woking, Surrey GU21 1DD

Editorial

(Content comments and queries)

Tel: 020 8686 9141 ext 5470

E-mail: martin.lavender@lexisnexis.co.uk

Address: Martin Lavender, LexisNexis UK, 2 Addiscombe Road, Croydon, Surrey CR9 5AF

Book Customer Service Queries

(General enquiries and ordering information on books)

Tel: 020 8662 2000

Fax: 020 8662 2012

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