



# Customer Information Form

## Library / Contact Information

Library/Institution Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Sales Representative: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

\_\_\_\_\_ Email: \_\_\_\_\_

## Access Options and Information

### REQUIRED...

**Username & Password  
For General Access**

*This allows access to your ebooks by requiring a username and password before you connect to the homepage. (e.g. Username: bigtimber Password: ebooks)*

**Username:** \_\_\_\_\_ **Password:** \_\_\_\_\_

**Username 2nd choice (if 1st choice is already in use):** \_\_\_\_\_

### REQUIRED...

**Username & Password  
For Administrator Access**

*This login will provide valuable usage statistics and resources. Admin access login information must be different from general access login information.*

**Username:** \_\_\_\_\_ **Password:** \_\_\_\_\_

**Username 2nd choice (if 1st choice is already in use):** \_\_\_\_\_

### OPTIONAL...



**IP Address  
Authentication**

*If we add your library's IP address to your account, patrons who access your Big Timber Media library from the library building will automatically be logged in and will not have to enter a username and password. This is a great option for libraries that have eBook links available online, but not on a password-protected site.*

**PLEASE NOTE:**

- IP authentication is not an access option for libraries in districts that use a shared public IP address. If you are unsure, please consult your technical staff.
- IP authentication does not work remotely (from home).

**Provide the IP address or range of your network:**

\_\_\_\_\_

### OPTIONAL...



**Referring URL  
Address**

*If your library has a secure password-protected site, we can put the URL of your site on our list of approved URLs, and any time a patron clicks on a Big Timber Media hosted link from your site - regardless of whether they are at the library or at home - they will be automatically logged in.*

**PLEASE NOTE:**

- The referring URL must be a password-protected site that is accessible only by patrons that attend your building or branch. Our books are sold as a site-license and cannot be accessed by other libraries in your district.

**Provide the URL of the web page where the access link(s) will be posted:**

\_\_\_\_\_

## How to Submit

**Email** Save form and email as an attachment to [customerservice@bigtimbermedia.com](mailto:customerservice@bigtimbermedia.com)  
(*Preferred Method*)

**Fax** Print form and fax to **952.746.4287**

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