



Product Services Web Quick Reference

Getting Started

You can use OCLC Product Services Web for:

- Download records and reports
- Download sample records and reports
- Upload files
- Download macros and scripts
- Download software
- Find product support and product information
- Read answers to frequently asked questions

Connecting to Product Services Web

Use any Web browser software to access OCLC Product Services Web at this URL:

<http://psw.oclc.org/>

Authorization numbers

Use the table below to determine when your authorization number is required.

To reach this area	Use this authorization number
Records and reports File uploads	Cataloging CatExpress Digital Archive FirstSearch (incl. admin & statistics)* WorldCat Resource Sharing Local Holdings Maintenance WebDewey
Macros Scripts Questions and Support	No authorization number needed
Software downloads	Cataloging WorldCat Resource Sharing Local Holdings Maintenance
*FirstSearch authorization numbers are valid only for records and reports.	

Record and report availability

Records and reports are on Product Services Web for 90 days from day of posting. After 90 days, contact your OCLC regional service provider for out-of-warranty products.

Product Services Web availability

24 hours a day, 7 days a week (except Sundays from 2:00 am to 6:00 am, US Eastern Time).

Logging On

Step	Action	Result
1	In your web browser's address bar, type http://psw.oclc.org and press <Enter>.	The Product Services Web welcome screen appears.
2	Click the area you want.	The area you clicked appears.
3	Enter authorization number and password, if required.	
4	Navigate and use the pages and files as you do on other Web sites.	

Uploading Files

Use the file uploads area to upload record and label files.

Service	Daily file to upload limit
Batch Services	19 record, 19 label
Local Holdings Record Updating Service	19 record, 19 label
WorldCat Cataloging Partners (vendors only)	19 record, 19 label
After logging in, the Click for additional help link provides detailed help.	

Viewing Text Reports

Step	Action	Result
1	Click Records and Reports .	A list of records and reports appears.
2	Click a report type.	An authorization screen appears (if you are not already logged on).
3	Enter an authorization number or password and click OK .	A list of records or reports appears for your institution.
4	Click View next to the report.	The report appears.

Editing records

Step	Action	Result
1	Click Records and Reports .	A list of records and reports appears.
2	Click a report type.	An authorization screen appears (if you are not already logged on).
3	Enter an authorization number or password and click OK .	A list of records or reports appears.
4	Right click the Download link next to the record file or report. Click Save Target As .	The Save As dialog box appears.
5	If the file is a spreadsheet, it must be renamed. Change the file extension to .csv for Excel® or .txt for other spreadsheet programs.	
6	To download the file, click Save .	The file downloads to your workstation.

OCLC Customer Service

Customer Service hours at OCLC: 7:00 a.m. to 9:00 p.m. US Eastern time, Monday through Friday.

- USA and Canada: 1-800-848-5800
- International and Central Ohio: 1-614-793-8682

Customer Service e-mail: support@oclc.org