

FT SYNDICATION – FREQUENTLY ASKED QUESTIONS (FAQs)

Welcome to the help area, where you will find the answers to many frequently asked questions.

If you need help using the site and cannot find the answer, please contact the FT Syndication News Desk at syndhelp@ft.com and we will get back to you as soon as possible.

I am already a client of FT Syndication. How do I find a particular story?

You can use the search engine on the top left hand side of the screen. Type in a keyword or phrase (e.g. "US Healthcare" and click on the **Submit** button to activate the search. Results will display in the main content well.

I still can't find the story. Why not?

- It's possible that the story has not yet been released. You can e-mail the Syndication News desk (syndhelp@ft.com) if you wish to check. All stories are usually loaded on to the site by 10pm London time.
- Alternatively, it's possible that the story has been "spiked" and will not appear in the following day's Financial Times, or it is possible that we do not own the copyright to this particular article and are therefore unable to make it available for syndication.

What's the difference between the US, UK, European, Middle East and Asian editions?

The various editions are tailored to the different needs of readers all over the world. The UK edition contains additional reporting on UK news and corporate stories, which are rarely of interest to a non-UK audience. The Early and Late news lists contain all these UK stories.

Pictures and Graphics

The Financial Times Picture Library is updated on a daily basis and houses in excess of 100,000 colour 35mm negatives and slides as well as 75,000+ black and white 35mm negatives. Some 100,000 of these images are scanned in digital form and available for immediate electronic delivery. If you are interested in obtaining a graphic please contact photosynd@ft.com.

FAQ's and troubleshooting

Q: I forgot my username/password - how can I retrieve this?

A: Your login name is the email address that you gave us. To obtain a new password, you can either:

- Click on the **Client Login** link and click on the **Forgot your Password** link. This will send you a new password to the email address associated with the account.

or

- You can contact the support department by emailing syndhelp@ft.com.

Q: How can I update my contact details?

A: You can either contact the support department by emailing syndhelp@ft.com who will update them for you, or you can contact your account manager by emailing syndication@ft.com.

Q: Can I create saved searches?

A: Yes. Instructions on how to create saved searches can be found in our user guide

Q: Can I access from my mobile?

A: Yes, you can access the site through a browser on your mobile device; however, the screen display has not been optimised to be used on a mobile device.

Q: Why am I having problems viewing the site on my computer?

A: There might be a problem with your browser settings. The site requires that you enable graphics and cookies in your browser setup as they are integral to navigating the site. You should also be sure that JavaScript is enabled:

Browser Compatibility		
Browser	Version	Platform
Primary browsers		
Microsoft Internet Explorer	8	PC Only
Microsoft Internet Explorer	7	PC Only
Microsoft Internet Explorer	6	PC Only
Mozilla Firefox	3	Mac, PC & Linux
Mozilla Firefox	2	Mac, PC & Linux
Apple Safari	4	Mac & PC
Secondary browsers		
Apple Safari	3	Mac & PC
Google Chrome	4	Mac & PC
Opera Browser	9	Mac & PC

If you have any further questions which we have not referred to here, please contact your Account Manager, at syndication@ft.com for assistance.