## OSC Customer Center

### What we provide

<table>
<thead>
<tr>
<th><strong>OpenSource.gov Support</strong></th>
<th><strong>Products &amp; Services Support</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Logon question support</td>
<td>Inquiries about what the OSC offers</td>
</tr>
<tr>
<td>Password resets</td>
<td>One stop shop for all requests including maps, videos and translations</td>
</tr>
<tr>
<td>Basic troubleshooting</td>
<td>Updates on current requests</td>
</tr>
<tr>
<td>Usage policy question support</td>
<td></td>
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</tbody>
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<tr>
<th><strong>Internal Liaison</strong></th>
<th><strong>Open Source Intelligence</strong></th>
</tr>
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<tbody>
<tr>
<td>Contact with a subject matter expert for a certain topic or location</td>
<td>Assistance searching OSC holdings or community open source repositories</td>
</tr>
<tr>
<td>Set-up for community briefings on the OSC</td>
<td>If necessary, direction to other community and commercial open source sources</td>
</tr>
<tr>
<td>Distribution of customer feedback on all products and services</td>
<td></td>
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</tbody>
</table>

### How to keep your Account Active

- Log-in to OpenSource.gov every 90 days
- Contractors – If your contract has been extended, contact the Customer Center to update your information

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Let the OSC Customer Center be your one stop shop for all open source needs.
Our product line includes an extensive array of open source information arranged by country, region or topic.

Influence reporting by contacting your collection requirements manager to submit Requests for Emphasis (RFE) and guide future reporting and analysis.

Translation services are offered. The most popular languages are Chinese, Russian, Arabic, Farsi, Urdu, Korean, Japanese, Spanish & most European languages. Please contact the OSC Customer Center for a complete list.
### OpenSource.gov

**Sources of open source information**

<table>
<thead>
<tr>
<th>Hosted Content</th>
<th>OSC hosts open source analysis from 100+ USG organizations such as the National Intelligence Council, DoD, Department of State, &amp; Department of Energy.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial Content</td>
<td>Analytic content from a wide range of commercial databases such as Stratfor, Jane’s, The Economist Intelligence Unit, EBSCO Host, ProQuest, and Nexis is available to select OpenSource.gov account holders.</td>
</tr>
<tr>
<td>Blogs</td>
<td>Expert moderated blogs provide arenas where select OpenSource.gov account holders may read &amp; post comments on a range of given topics. Blogs can be found by Active Blogs and Retired Blogs.</td>
</tr>
<tr>
<td>Wikis</td>
<td>The MediaPedia wiki is administered by OSC staff and is a collaborative space for expertise on foreign media. In addition, there are a number of both external &amp; internal wikis.</td>
</tr>
<tr>
<td>Video Server</td>
<td>Access Global Video Program’s Video Server. Here you can export GVP’s programming schedule, search through video Hot Clips, browse Live Video, and add videos to the MediaCart.</td>
</tr>
</tbody>
</table>

### COMMERCIAL DATABASES
- Business Monitor International
- EBSCOHost
- EIU
- EIU DataServices (Country Data)
- EIU Viewswire (Analysis)
- Gale
- IEEE
- Jane’s
- Newspaper Direct
- Nexis
- Nexis News (Low Bandwidth)
- ProQuest
- Safari Books
- ScienceDirect
- Scopus (Abstracts)
- Stratfor
- Thomson’s Inspec, Web of Science

### ALL WIKIS
- Editorial Board
- Enterprise Tools
- Global Video
- Library Wiki
- MediaPedia
- Open Source Academy
- OSC Enterprise Architecture
- OSC Ops and Style Guide
- Production Support Wiki
- Terminology Standardization
- Training and Guidelines Wiki
OpenSource.gov
Features and Capabilities

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<th>Online Help</th>
<th>World and Topic Pages</th>
<th>Collaboration</th>
<th>Personalization</th>
</tr>
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<tr>
<td>Find answers to Frequently Asked Questions (FAQs) via Help</td>
<td>Access community pages where content is categorized by region, country, and topic</td>
<td>Access to Blogs and Wikis</td>
<td>Create your own customized pages via My Pages</td>
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<tr>
<td>Reference the User Guide for step-by-step instructions on how to use OpenSource.gov</td>
<td>Access saved searches specific for the community</td>
<td>Anonymously rate and comment on products</td>
<td>Subscribe to news feeds using the RSS portlet</td>
</tr>
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<td></td>
<td>Play video in-place and view media carousels</td>
<td>Email products or links to products</td>
<td>Set any page as your home page on login</td>
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### Online Help
- Find answers to Frequently Asked Questions (FAQs) via Help

### World and Topic Pages
- Access community pages where content is categorized by region, country, and topic
- Access saved searches specific for the community
- Play video in-place and view media carousels

### Collaboration
- Access to Blogs and Wikis
- Anonymously rate and comment on products
- Email products or links to products

### Personalization
- Create your own customized pages via My Pages
- Subscribe to news feeds using the RSS portlet
- Set any page as your home page on login

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**Subscriptions**
- Create an email or RSS subscription from your saved searches
- Activate or inactivate each subscription

**Advanced Search**
- Browse for content by country, region or topic
- Search for content in the native language (Vernacular)
- Add metadata filters, change sorting, and set search result display preferences
- Save search query to re-run later
- Facilitate complex queries via the dynamic Advanced Search form

**Integrated Search**
- Simultaneously search multiple commercial databases
- Searches can include: OpenSource.gov products, wikis, blogs, and various commercial content providers (i.e. ProQuest)

**Online Folders**
- Group and organize products using the 'My Favorites' Feature
- Includes My Folders, My Searches, My Subscriptions, and My Preferences

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