

All -

NLM heard a number of concerns expressed over the last week regarding our decision to use Google login via i-Trust as part of the new DOCLINE.

Regarding the Date of the Launch of the New System

The new system will not be available until later this summer. The June 15th deadline applies ONLY to updating library & holdings records. You will still be able to perform all other functions in the current system.

Regarding Privacy

NLM faced a complex and difficult decision regarding privacy in its decision to use Google login via i-Trust.

The current version of DOCLINE, as many of you may remember, suffered an attempted but unsuccessful hacking in 2015 which required all DOCLINE participants to change their passwords. To us, a successful hacking would have been the ultimate breach of our users' privacy. Facing the threat of the DOCLINE system falling into unknown hands, NLM decided to entrust the management of login credentials to a third party. We selected a provider that has an existing privacy policy, is subject to U.S. and European law and is currently used by NIH to manage electronic access to personally identifiable information and research data. Preventing unauthorized access to the DOCLINE system is our top priority.

We are considering alternative options for login that will better meet the needs of organizations and individuals with the most stringent privacy requirements. If you would like to be involved in testing those login options, please contact NLM customer service via the Contact the Helpdesk form at <https://support.nlm.nih.gov> and we can add you to our list of testers.

The DOCLINE system and its features are being rolled out in phases. Just because you do not see a feature now does not mean that the feature will not exist soon, or later down the road. We again ask for your patience, as we work to address a broad range of issues. We encourage you to continue to provide feedback about upcoming changes in the system so that we may adapt to meet your needs, if possible before the earliest version of the system is even released. You can reach us via the contact form at <https://support.nlm.nih.gov>.

We will notify everyone as soon as a privacy policy for the new DOCLINE system is available.

Regarding Blocked Access to Google Accounts

It is not necessary or required to register your new DOCLINE account or log into the new system at this point in time. If your institution blocks access to Google Accounts, NLM still recommends that you work with your local IT department to establish an exemption before the late summer launch of DOCLINE. We also encourage you to become part of the group of testers who will review login options that are not tied to Google Accounts.

Again, we appreciate your questions and concerns. Please continue to send us feedback via the Support Center (<https://support.nlm.nih.gov>) where we will continue to post FAQs as they are completed.

- The DOCLINE Team

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