



# MENDELEY ALUMNI POLICY

Mendeley recognizes an increasing need for institutions to enhance the services they provide to students once they have graduated. For this reason, we have created the Mendeley Alumni Policy.

Included in the Mendeley institutional Edition license, alumni will be able to continue using their Mendeley account with the same premium features for a 12 month grace period. This grace period policy will allow them to determine how to set up their Mendeley accounts after their institutional email addresses expire.

## FAQs

- **How is the term “Alumni” defined by this policy?:** Any student who either graduates from a subscribing institution or transfers from a subscribing institution to a non-subscribing institution.
- **Which customers are eligible?:** All institutions subscribing to Mendeley Institutional Edition will benefit from the Alumni Policy as long as they maintain active their subscriptions.
- **How much does it cost?:** There is no fee attached to the Alumni Policy either for subscribing institutions or for Alumni.
- **What level of access will Alumni have?:** Within the 12-month grace period, they will continue to have full access to Mendeley with the same premium features. However, their access to full text is dependent on their institutional link resolver and authentication.
- **Will Alumni be able to retrieve their information stored in Mendeley?:** Yes, during the 12-month grace period, as long as their institution maintains its subscription to Mendeley Institutional Edition. Otherwise, the student can keep their privileges by paying for an individual premium subscription.
- **How do Alumni log in to Mendeley?:** The process is exactly the same as for regular institutional users. They just need to go to [www.mendeley.com](http://www.mendeley.com), and log in to their accounts normally.
- **Will Mendeley still provide customer support to Alumni?:** Yes, Alumni at subscribing institutions will receive the same premium level of customer support as regular users do.
- **What happens after the 12-month period?:** At the end of 12 months, we will send two email reminders providing them with options. Users may:
  1. Downgrade usage to a free account
  2. Pay for individual coverage of features (like storage or groups) via credit card on-line

After 12 months, if the user does not take up either of these options, the account will be sent to read-only mode. Users will need to contact Mendeley support to unlock their account.

- **What happens if the institution cancels its subscription to Mendeley Institutional Edition?:** Alumni and other users will be notified that their premium accounts will come to an end before the switch off date and be offered the option of transferring to either a personal premium account or a free account. After switch off time, those users who have not upgraded individually will have their accounts defaulted to a Mendeley free account.