



October 2018

AUTHOR HELP CENTER

♪ (Help!) I need somebody
(Help!) Not just anybody...
Won't you please, please help me? ♪

As the Beatles told us, sometimes you need a little help (from your Manuals friends). To help you edit and review your chapters, we're pleased to unveil our new [Author Help Center](#). It's full of useful links and troubleshooting tips. We have been working hard to create instructional videos to show you, step by step, how to access and use the editing tool.

You can access it on the web, from anywhere, without logging in, at <http://merckmanuals-author-help.com/>

Bookmark the site and check it out! We hope you'll find it a useful resource. Send any comments or feedback to mmconcon@merck.com.

By the Numbers

Last 30 days • 2018 to date

Website user sessions	20.1M	122.3M						
<table border="1"> <tbody> <tr> <td>JAPAN</td> <td>4.7M</td> </tr> <tr> <td>UNITED STATES</td> <td>2.7M</td> </tr> <tr> <td>BRAZIL</td> <td>2.5M</td> </tr> </tbody> </table>			JAPAN	4.7M	UNITED STATES	2.7M	BRAZIL	2.5M
JAPAN	4.7M							
UNITED STATES	2.7M							
BRAZIL	2.5M							
Total pageviews	28.7M	175.6M						
Chapters published:								
CONSUMER	25	170						
PROFESSIONAL	8	163						
App downloads:	2018 to date (as of Aug 30)							
ENGLISH	179,777							
NON-ENGLISH	294,071							

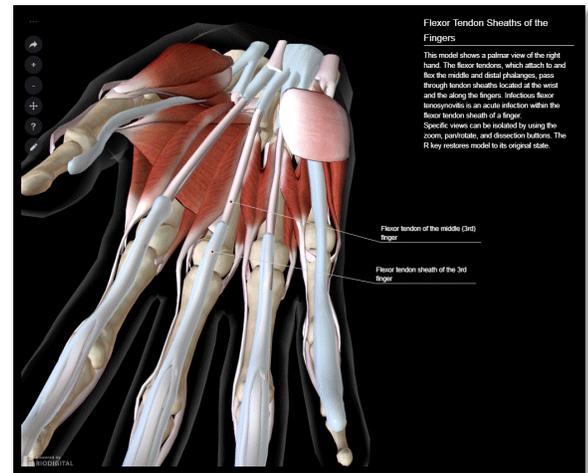
3-D MODELS

We have added another new feature to our website: [3D interactive models](#).

These models are virtual depictions of gross anatomy, both normal and as altered by certain pathologies. Some tissue block sections and physiologic animations also are included.

Interactive tools enable users to rotate the models, zoom in on specific areas, and “dissect” away structures to view underlying anatomy. Our hope is that these 3D models will enhance the anatomic context of both the professional and consumer versions of The Manual.

We have added several models already, and we continue to create and tailor models for specific chapter placements. Please take a few moments to [explore some models](#) and let us know what you think. Your feedback will be valuable as we develop more models.



RECOGNITION

We're pleased to share the good news that the Merck Manuals has been selected as a winner of the prestigious 2018 Sitecore Experience Award! We won in the “Best Web Content Experience” category in North America.

The Manuals' win will be featured on Sitecore.com and at the Sitecore Symposium in Orlando in October.



TRIVIA CHALLENGE

The Manuals are truly a global resource, now available in 10 languages. But you might be surprised to realize how popular The Manuals are outside the United States.

People all over the globe accessed the Manuals more than 20 million times last month. In which 5 countries did we have the most users?



TECH CORNER

RESCUE US FROM YOUR JUNK/SPAM FOLDER!

Our portal-based editing system, also known as Vasont, sends automatically generated email messages to you at various stages of the chapter workflow. These informative messages are quite possibly going directly to your Spam or Junk folder. Because there are so many different email providers and programs, we are unable to provide specific instructions on how to prevent our messages from being flagged as spam/junk but here are some general guidelines that should help.



- The email address that generates our system email messages is MerckManuals-noreply@vasont.com — add this to your safe list.
- Periodically look through your Junk and Spam folders to see if there are messages in there from our system.
- If you find a message, you should be able to right click the message and choose an option to move it to your Inbox. You should also have an option to never block the sender and to never mark future emails as Junk or Spam.

Please email Jennifer Doyle (mmconcon@merck.com) if you'd like specific instructions for your email provider.



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