This is a guide for customers who wish to submit Permission request to the English Language Teaching Division (ELT) of Oxford University Press (OUP).

ELT Permission Request Guide
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Introduction

This is a guide for customers who wish to submit Permission request to the English Language Teaching Division (ELT) of Oxford University Press (OUP). Requests are processed using the Accessible format and Permission Request System (APRS).

Create an account

You must have an account to submit permission requests to ELT.

1. Navigate to https://requestbox.net/eltrights/registration

2. Enter your e-mail address. This e-mail address will be used to notify you of the progress of your requests.

3. Click Next step

4. Enter your details including a strong password.

5. Click Create account

6. An e-mail will now be sent to you from support@requestbox.net with a link. You must follow this link to enable your account. If the link is not followed within 24 hours then the account will be deleted.

Your new account has been created. You can now use it to login from the login page: https://requestbox.net/eltrights
Submit a request

Before you can submit a request, you must create an account. Please see the create account section of this document.

1. Login to the APRS system (https://requestbox.net/eltrights)

2. From the menu click the Create a permission request menu item:

3. Enter your reference (optional). This can be used to easily identify your request in the future.

4. Fill in the contact details. If you are an agent please also indicate your customer's name. You can set the default value for these fields on the Contact details tab on the My Profile page (https://requestbox.net/eltrights/myprofile).

5. Use the Title drop-down list to identify the title with the content you wish to use. Type the ISBN or the title in the drop-down list to search the list.

   ![Product Information]

   If you are unable to locate the title in the drop-down list then check the Title not listed check box. Please note that processing time is less for titles which are identified from the list.

   Complete the Title, Edition, Author and ISBN field if possible.
6. If you would like to request multiple extracts (more than 10) and use them in multiple ways, please create a list and send to permissions e-mail (ELTPermissionsRights@oup.com).

7. In the Extracts section you can specify what OUP ELT content you wish to use. Click the Add button for each type of extract (text, image, audio, or video) you require and complete the fields provided. Create as many extracts of each type as you require.

8. In the Publication section, specify how our content will be used by you or your customer. Select the target territories, format and other details. Additional formats can be added by clicking the Add Format button.
9. Please identify if any of the content will be translated. If the content will be translated, please specify the target language and if possible, include the sample translation.

Translation

Will our material be translated?*  ☐ Yes  ☐ No

Language*

Full/Partial translation*

Characters remaining: 1000

10. In the Comments section add any questions you may have and include any information you were unable to add to the form.

11. You can also upload an attachment to your request. It can be scanned material or sample pages of your publication.

Comments

Characters remaining: 500

Attachment

Maximum file size: 5.0MB

12. Confirmation of Request section explains what happens after you submit your request. Notification emails will be sent to you each time the status of your request is changed.
13. Review the form and then press the **Submit** button in the sidebar:

![Actions](image)

Any required fields which have been missed will be highlighted and must be completed before the request can be submitted.

**What happens after the request is submitted?**

Below is the workflow of the Permission request:

![Workflow Diagram]

You will receive a notification e-mail from support@requestbox.net when your request is being reviewed. This is **In Progress** status. You will receive another e-mail when your request has been set to:

a. **Quoted** – Your permission request has been reviewed and quoted without changes just as you have requested. If you wish to accept the quote, please log in and open your request, read and accept our terms and conditions that are stated under your request. By ticking the box and accepting the quote you confirm that you have read and accept our terms and conditions.
After you accept the quote, you will be able to download the pdf document with License Summary and Terms and Conditions from your request.”

b. **Quoted with Changes** - We have had to make changes to your request. Please review the Extract and Publication sections and make note of the changes that have been made where Approval is set to Modified or Unavailable. Once you have reviewed the changes you may choose to accept or decline the quote. If you wish to accept the quote, please log in and open your request, read and accept our terms and conditions that are stated under your request. By ticking the box and accepting the quote you confirm that you have read and accept our terms and conditions. After you accept the quote, you will be able to download the pdf document with License Summary and Terms and Conditions from your request.

c. **Approved** (for gratis requests) - Once you have accepted a quote which has no fee, the request will be approved and the license will be available to download.

d. **Rejected** – A reason will be given for the rejection. Make any necessary adjustments and then resubmit the request if you wish.

At any time, you can log in ([https://requestbox.net/eltrights/](https://requestbox.net/eltrights/)) and check the progress of your requests.

Click the title text to see the request details.

### Permission Requests

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<th>Invoiced</th>
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**Need some help?**

If you have any questions about a submitted request, these can be added to the **Comments** section found in the sidebar of the request:
An OUP employee will respond to your questions as soon as possible.

**Requesting permission from other OUP divisions**

For permission to use material from titles published **outside OUP’s ELT division**, please contact the relevant departments:

- **Sheet music and hymn books**: music.permissions.uk@oup.com

- All **Academic** and **EDUK** permission requests are now handled through the **PLS Clear** system - details of how to request permission can be found here: https://global.oup.com/academic/rights/permissions/?lang=en&cc=gb
  
  For information on how to navigate and/or use this online system please contact: plsclear@pls.org.uk

- All **Journal** permission requests should be directed to **Rightslink** either at article level on the **Oxford Journals** website via the ‘Permissions’ link or through the **CCC** website. Any queries regarding this service should be addressed to: customercare@copyright.com

If you have any problems in submitting the requests or your requirement doesn’t fit into the system, please send an email to ELTPermissionsRights@oup.com.