

site FAQs

17 May 2005 by JR

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GENERAL

What's new?

To see the most recently published articles, scroll down to the bottom of the home page which lists the newest 10 articles, the most recent at the top. To find lists of the 10 next most recently added articles, click on 'more articles' at the bottom of the home page and then on successive numbers at the bottom of these pages. The higher the page number, the earlier the articles were published. If you're interested in just one category of article (wine of the week, for instance), click on that category name in the left hand menu and again you will see lists of the most recent 10 articles.

When I substantially update a published article, I try to add the date of latest update and/or a new comment in the brief description that appears below the article's title in these listings to attract your attention to that update. You can find both the date of publication and the date of the last update at the bottom of each article. (If you are really keen to see what has most recently been updated, click on 'RSS' at the very bottom of any page.)

To read an article, just click on its title.

Several new articles are added to the site most days. Please note that the home page is updated only every week or two.

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How do I print an article?

Click on the little printer icon in the upper right hand corner of the article to view a print-friendly version of it. Then click on File, Print in the top left hand corner.

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How do I send an article to a friend?

Click on the little letter icon in the upper right hand corner of the article, fill in the 'Send this page to a friend' form and click on 'send'.

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How do I find articles on a specific subject?

You can key a subject with as many words as you like in the site search box in the left hand menu. Clicking 'search' will

result in a list of articles matching the subject, listed in declining order of relevance, although we are working on refining this search facility.

We also have a special [tasting notes search](#) facility for purple pagers so that they can easily locate one or a set of tasting notes according to what they key into the search boxes: a certain wine, producer, vintage, region, minimum score etc. Major horizontal tasting notes can be rapidly located using [tasting notes list](#).

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[How do I contact you?](#)

Click on Contact at the bottom of any page. Choose General Enquiries from the drop-down Subject box unless your query is about Subscriptions or access to purple pages (see below), or you have spotted a problem with the site (Site Problems), or you are a purple pages member and want to send a question or comment to the members' forum. Please note that email is our preferred method of communication. Emails are also likely to be answered much more swiftly than telephone messages.

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PURPLE PAGERS/SUBSCRIBERS/MEMBERS

[What are purple pages?](#)

This is the meatiest bit of the site, updated the most frequently, with a lively forum, insider tips, hot gossip, thousands of tasting notes and the world's only online version of the multi-award-winning giant reference work *The Oxford Companion to Wine*. To find out more about purple pages click [here](#).

And click here to find out [what members say about purple pages](#).

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[How do I join?](#)

Just click [here](#), or click on Subscribe at the bottom of any page, and fill in the form for 12 months' access to everything ever published on this, the liveliest and probably most useful bit of the site. You can choose whether to pay in pounds sterling (GBP), US dollars or euros.

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[I've forgotten my username and/or password...](#)

Please remember that passwords are CasE-SensiTiVe, so have to be entered exactly as you entered them on your subscription form.

If you still can't access purple pages, click [here](#) and fill in the form that will automatically have your password emailed to you. If you want to change the password that is emailed to you, just go to Preferences, Change Password and fill in the boxes with your old and new passwords.

If, however, you have changed email address since taking out a subscription and have not informed us, or if you can't remember your username, email subscriptions@jancisrobinson.com for help from subscriptions supremo Rachel Shaughnessy.

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[I've changed my email address...](#)

For the reasons outlined above, it will help you if you keep us informed of your preferred email address if it has changed

since taking out a subscription to purple pages. To let us know your new email address, just log in and click on Preferences, Personal Preferences, inserting your new email address.

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I'm a member but I can't access purple pages

This may be because you are entering your username and/or password incorrectly. Do remember the password is CasE-SensiTiVe and has to be entered exactly as you entered them on your subscription form. See above if you have forgotten your username and/or password.

Or it may be because your subscription has expired, in which case click on 'renew subscription' in the left hand menu.

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How do I update my credit card details?

In order to update the card details on your FuturePay account with WorldPay, go to <http://www.worldpay.com/shopper>

1) Log in to the Shopper Management System (SMS) using your username and password.

2) The SMS home page displays a summary statement of your latest FuturePay agreement. Under Customer FuturePay Agreements (near the bottom of the page) you will see a Change Details button. Click on it.

Note: If you have more than one Agreement, click on the Change Details button corresponding to the agreement you want to change.

3) This takes you to the Regular FuturePay Agreement Details page. Click on the Change Card button.

Note: If an agreement has been cancelled, this button is no longer displayed.

4) Change the card details that need to be amended.

Note that there is a link from Security Code to explain which number on your card this relates to.

5) Check your entries before clicking the Submit button.

Important Note: If you change the card number, the new number will not be displayed until a payment has been debited from that card.

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How do I use the members' forum?

- You can change the order of the posts yourself by clicking on the **underlined title** at the head of each column. By default, they appear in order of date created, with the most recent at the top, but if you want to know which topics have been updated since you last visited the site, you simply have to click on the underlined word **Updated** and the order will change so that the most recently updated topic is first on the list. This is useful when trying to find out which topics have been updated since you last visited the site.
- Less useful, but nevertheless of some interest, is clicking on **Topic Title** which puts the topics in alphabetical order, **Replies**, which lists the number of replies to a topic in descending order, and **Topic Starter** which lists the names of the persons starting the topic in alphabetical order by their Christian names (useful for Aarons). This would also, for example, clearly show who has started the most number of posts.
- To comment on a post, just type or paste your comment into the Add a Comment box and click on 'Add comment'. See also the box under the Add a Comment box for guidance on how to insert a link or make words *italic*, **bold** or underlined.