

# Elsevier Customer Service – Support Q&A Knowledge Base

Below is a collection of frequently asked support questions for Elsevier customer service, along with detailed answers. The answers are based strictly on official content from the Elsevier Support Center (up to two levels of pages from **elsevier.support**) and cover topics such as account management, access, billing, subscriptions, and technical support. Each answer provides the key resolution steps or information first (for quick reference), followed by additional details or context as needed. Tables and lists are used to organize information for clarity.

## Account Management and Access Issues

### **Q: How do I create an Elsevier account?**

**A:** To create a free Elsevier account, go to any Elsevier product website and look for the “**Create account**”, “**My account**”, or “**Register**” option (usually at the top right of the page)<sup>1</sup>. Click it and enter your email on the **Welcome** screen, then follow the prompts: if your email is recognized from a previous registration, you’ll be asked to sign in; if not, you’ll be guided to the **Register** screen to set up a new account<sup>2</sup>. After registration, you can use this single account to sign in across multiple Elsevier products (see below).

#### ***More details:***

When you click “**Continue**” after entering your email, the system checks if an Elsevier account already exists for that email<sup>3</sup>.

- **If an account exists:** You will be directed to the Sign In page to enter your password<sup>4</sup>.

---

<sup>1</sup><https://www.elsevier.support/elsevieraccess/answer/how-do-i-create-an-elsevier-account>

<sup>2</sup><https://www.elsevier.support/elsevieraccess/answer/how-do-i-create-an-elsevier-account>

<sup>3</sup><https://www.elsevier.support/elsevieraccess/answer/how-do-i-create-an-elsevier-account>

<sup>4</sup><https://www.elsevier.support/elsevieraccess/answer/how-do-i-create-an-elsevier-account>

- **If no account exists:** You will be taken to the registration form to create a new account<sup>5</sup>.

Note: If the registration **Welcome** screen does not appear (for example, if you're unexpectedly prompted with an institutional login), you can cancel that and re-enter your email to reach the Elsevier account registration form<sup>6 7</sup>.

---

**Q: How can I sign in to my Elsevier account?**

**A:** To sign in, click "**Sign In**" (or "**Log In**" / "**My Account**" on some products) at the top right of any Elsevier product site<sup>8</sup>. Enter your email and click "**Continue**". If your email has an Elsevier account, you'll be prompted for your password; if not, you'll be prompted to register a new account<sup>9</sup>. Once signed in, the site will typically show your initials or a "**Sign out**" option, confirming you're logged in<sup>10</sup>.

- If you see a screen asking to "**Find your organization**" (institutional access) but you want to use your personal account, simply enter your personal email on that screen to switch to personal login mode<sup>11 12</sup>.

---

<sup>5</sup><https://www.elsevier.support/elsevieraccess/answer/how-do-i-create-an-elsevier-account>

<sup>6</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-reset-a-forgotten-password>

<sup>7</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-reset-a-forgotten-password>

<sup>8</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>9</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>10</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>11</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>12</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

- If you are already signed in (via personal or institutional login), you might see your organization's name or logo in the interface. In that case, no further action is needed until you choose to **Sign out** and sign in with a different account<sup>13</sup>.

#### **More details:**

**Personal Sign-in Flow:** Click the sign-in option (label varies by product, e.g., *Sign In* on ScienceDirect, *Log In* on Scopus)<sup>14</sup>. Enter your email and proceed. The system will direct you accordingly:

- If the email is recognized (an account exists), you'll get the password screen<sup>15</sup>.
- If no account is associated, you'll see the registration screen to create an account<sup>16</sup>.

**Already Signed In:** If you see your initials or a “Sign out” button at the top, you are already signed in with your personal account<sup>17</sup>. If you see an institution name (often under an institutional icon), it means you've been logged in via your institution's access (either because you chose that option or your access was recognized via IP/VPN)<sup>18</sup>.

**Tip:** If you accidentally went into institutional sign-in but prefer personal login, use the option to enter your email (cancelling the org login) to get back to the standard email/password screen<sup>19 20</sup>.

---

<sup>13</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>14</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>15</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>16</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>17</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>18</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>19</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>20</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

---

**Q: How do I sign in via my institution (institutional login)?**

**A:** Many Elsevier products let you “**Sign in via your organization**” for access provided by your university or institution<sup>21</sup>. To use this: click the sign-in button and then look for “**Check Access through your organization**” or “**Sign in via your organization**”<sup>22</sup>.

Search for and select your institution’s name<sup>23</sup>, then follow the prompts:

- If your institution uses federated login (SAML Single Sign-On), you’ll be redirected to your institution’s login page – enter your university credentials, and you’ll be sent back to the Elsevier site logged in<sup>24</sup>.
- If your institution uses email domain verification, you’ll need to provide your institutional email; a sign-in link will then be emailed to you<sup>25</sup>.
- If your institution uses IP recognition or VPN, the system may show instructions (like asking you to connect via your campus network or VPN)<sup>26</sup>.

After completing these steps through your institution’s system, you will be logged into the Elsevier product with access to content under your institution’s subscription<sup>27</sup>. (If the system does not redirect you properly, see the note below.)

***Troubleshooting institutional login:***

If you are not redirected to your institution’s login when expected:

---

<sup>21</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>22</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>23</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>24</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>25</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>26</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>27</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

- Ensure you clicked “**Sign in via your organization**” (sometimes after clicking Sign In, you might need to choose this option on a Welcome screen)<sup>28</sup>.
- If you land on a “**Find your organization**” page first, search and select your institution, then proceed<sup>29</sup>.
- If nothing happens after selecting your institution, it’s possible that your browser cookies or prior session are interfering<sup>30</sup>. Try clearing cookies or using an incognito window, then attempt the institutional login again.
- Remember that institutional login steps can vary depending on how your organization set up access (the process might be shorter if your prior visits or cookie settings remember your choice)<sup>31</sup>.

If issues persist, consult your librarian or IT department to ensure your institution’s access is configured correctly.

---

**Q: How can I reset a forgotten password?**

**A:** Use the “**Forgot password?**” link on the Elsevier sign-in screen<sup>32</sup>. Go to the product’s sign-in page (for example, via the “Sign In” button on ScienceDirect or any Elsevier site)<sup>33</sup>. On the sign-in form, click “**Forgot password?**”, then choose to receive a password reset email<sup>34</sup>. Alternatively, you can request a **one-time sign-in link** to be

---

<sup>28</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>29</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-sign-in-to-my-elsevier-account>

<sup>30</sup><https://www.elsevier.support/elsevieraccess/answer/how-do-i-sign-in-via-my-institution>

<sup>31</sup><https://www.elsevier.support/elsevieraccess/answer/how-do-i-sign-in-via-my-institution>

<sup>32</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-reset-a-forgotten-password>

<sup>33</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-reset-a-forgotten-password>

<sup>34</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-reset-a-forgotten-password>

sent to your email, which allows you to log in without a password<sup>35</sup>. After you receive the email, follow the instructions in it to reset your password and regain access<sup>36</sup>.

**More details:**

**Accessing the reset option:** On any Elsevier product page, click **Sign In**, then look for “Forgot password?”. After clicking it, you’ll typically have two choices:

1. **Reset via email:** Click “Reset password”. Elsevier will send a password reset email to your registered address<sup>37</sup>. Open that email and click the reset link, then set a new password.
2. **One-time link:** Alternatively, some Elsevier sign-in pages offer “Email me a one-time sign-in link”. This will send an email containing a special link that signs you in directly (without entering a password) one time<sup>38</sup>. This is useful if you need immediate access and will set a new password later.

After using either method, it’s recommended to log in and update your password to something memorable. If you don’t receive the reset email, check your spam folder or ensure that Elsevier’s emails are not being blocked (see the Q&A on avoiding spam filters below).

---

**Q: How can I change my email address or personal details on my Elsevier account?**

**A:** Log in to your Elsevier account and go to your **Account Settings** (on the Elsevier **Identity** page, accessible via id.elsevier.com)<sup>39</sup>. In Settings, you can edit your personal information (such as name or affiliation) and update your email or password. Click the “**Edit**” icon next to the detail you want to change, make the update, and follow any on-screen instructions to save<sup>40</sup>. For security, if you change your email or password, you

<sup>35</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-reset-a-forgotten-password>

<sup>36</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-reset-a-forgotten-password>

<sup>37</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-reset-a-forgotten-password>

<sup>38</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-reset-a-forgotten-password>

<sup>39</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-change-my-email-or-personal-details>

<sup>40</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-change-my-email-or-personal-details>

will receive a confirmation email to verify the change<sup>41</sup>. Make sure to confirm via that email to finalize the update.

**More details:**

To update account details:

1. Go to the Elsevier **Account Settings** page (also reachable by clicking your profile/initials on a product page and selecting “Settings” or via direct link: id.elsevier.com)<sup>42</sup>.
2. Sign in if prompted.
3. You will see sections for your personal information (name, address, etc.), email, and password. Click the **pencil (edit)** icon next to any field you want to change<sup>43</sup>.
4. Enter the new information and submit. For example, to change your email, type the new email address and save.
5. Check your email (both old and new address inboxes) for a verification message.  
**Important:** You must confirm the change via the link sent by Elsevier to ensure you own the new email<sup>44</sup> (similarly, password changes may also require confirmation).

This process ensures that changes are secure. If you do not confirm the email change, your account email will remain unchanged.

---

**Q: Do I need a separate account for each Elsevier product?**

**A: No.** One Elsevier account (email and password) lets you sign in to most Elsevier products and services<sup>45</sup>. The same credentials can be used across platforms such as ScienceDirect, Scopus, Mendeley, ClinicalKey, etc., so you typically **do not** need to

---

<sup>41</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-change-my-email-or-personal-details>

<sup>42</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-change-my-email-or-personal-details>

<sup>43</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-change-my-email-or-personal-details>

<sup>44</sup><https://www.elsevier.support/elsevieraccess/answer/how-can-i-change-my-email-or-personal-details>

<sup>45</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

create multiple accounts<sup>46</sup>. (There are a few exceptions: certain specialized products like **ClinicalKey AI**, **Osmosis**, or **Admin Console** use separate login systems and would require different credentials if you use those<sup>47 48</sup>.)

**Products covered by one Elsevier account:** Nearly all major Elsevier research and education platforms accept the single Elsevier account login. For example, one account will work for **ScienceDirect**, **Scopus**, **Cell Press journal sites**, **Mendeley**, **ClinicalKey**, **Embase**, **Engineering Village**, **SciVal**, **ScienceDirect**, **Scopus**, **Reaxys**, **The Lancet**, **ExpertPath**, **PharmaPendium**, **Researcher Academy**, **Reviewer Hub**, and many more<sup>49 50 51</sup>. This means if you signed up on one site, you can use that same email/password on the others listed without re-registering.

**Exceptions (different accounts needed):** Some Elsevier products not integrated into the unified login will require their own accounts. As noted, **ClinicalKey AI**, **Osmosis**, or the librarian-oriented **Admin Tool** ([admintool.elsevier.com](http://admintool.elsevier.com)) are examples where a separate login is needed<sup>52</sup>. Always check the login page of a product: if it does not accept your Elsevier account, it will usually have its own registration process.

***List of services using the Elsevier account (click to expand):***

The following are **examples** of Elsevier products that you can access with one Elsevier account (username/password) instead of needing separate accounts for each:

---

<sup>46</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>47</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>48</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>49</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>50</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>51</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>52</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

- **Journal platforms:** Cell Press journals, *The Lancet* journals, specific journal sites on Elsevier (via HealthAdvance)<sup>53 54</sup>.
- **Research databases:** ScienceDirect, Scopus, Embase, Engineering Village<sup>55 56</sup>.
- **Analytics & Tools:** SciVal, Reaxys, Funding Institutional, Elsevier APIs<sup>57 58</sup>.
- **Author/Researcher services:** Mendeley, Researcher Academy, Reviewer Hub (for peer reviewers)<sup>59 60</sup>.
- **Educational/Clinical solutions:** ClinicalKey (and ClinicalKey for Nursing, ClinicalKey Student), ExpertPath, PathPrimer, RadPrimer, PharmaPendium<sup>61 62</sup>.
- **Elsevier online store:** Elsevier E-commerce ([shop.elsevier.com](http://shop.elsevier.com)) for purchasing articles, books, journals<sup>63</sup>.

---

<sup>53</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>54</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>55</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>56</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>57</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>58</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>59</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>60</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>61</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>62</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>63</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

- **Support and admin portals:** Elsevier's Open Access Platform (for APC management)<sup>64</sup>, Elsevier Product Insights for Customers (usage analytics)<sup>65</sup>.

*(All products above are accessible using the same Elsevier account credentials, unless otherwise noted.)*

If you're unsure whether a product uses the unified Elsevier login, try logging in with your Elsevier account. If it isn't supported, the site will indicate that and you may need to create a product-specific account.

---

**Q: What products and services can I access with my Elsevier account?**

**A:** You can access a wide range of Elsevier's platforms with one Elsevier account. **In general, one personal Elsevier account grants access to all major Elsevier research, education, and clinical resources that support personal login.** This includes but is not limited to: research article platforms (like ScienceDirect, Scopus, **Journals** on Elsevier), author and reviewer platforms (Elsevier's Editorial System, Reviewer Hub), analytics tools (SciVal), reference managers (Mendeley), and clinical decision/support tools (ClinicalKey, ClinicalKey Student, ExpertPath, etc.)<sup>66 67</sup>.

To put it simply, **if you created an Elsevier account on any one of the supported products, you can use that same account on others** without making a new one<sup>68</sup>. Some products *require* that you sign in with your Elsevier account to use them fully (for example, Mendeley or ScienceDirect personalized features), whereas others allow guest access but offer extra features when signed in.

*(This question is essentially an extension of the one above, emphasizing that one account works across many Elsevier services. The list of compatible products is long;*

---

<sup>64</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>65</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>66</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>67</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>68</sup><https://www.elsevier.support/elsevieraccess/answer/products-and-services-you-can-access-with-your-elsevier-account>

*see the previous answer for examples. If a product is not covered by the Elsevier account, it will prompt for a separate login.)<sup>69</sup> <sup>70</sup>*

---

**Q: How does the Elsevier login site ([id.elsevier.com](https://id.elsevier.com)) use cookies?**

**A:** The Elsevier Identity and Access Management system ([id.elsevier.com](https://id.elsevier.com)) uses cookies in accordance with Elsevier's Cookie Notice<sup>71</sup>. These cookies help manage your sign-in status and preferences across Elsevier sites. For example, cookies may keep you logged in as you navigate or remember your institution choice for institutional login. All usage of cookies is described in the official **Elsevier Cookie Notice** and you can manage your cookie preferences at any time via the "Cookie Settings" link at the bottom of Elsevier's login pages<sup>72</sup>. In short, the cookies are there to enhance and personalize your sign-in experience, and no unusual or additional tracking is used beyond standard Elsevier cookie practices.

---

**Q: How do I delete my Elsevier account?**

**A:** You can delete your Elsevier account through your account **Settings** page. In the **Elsevier Account Settings** ([id.elsevier.com](https://id.elsevier.com)), find the section for "**Sign In Data**" or **Account Management** which includes an option to delete your account<sup>73</sup>. Confirm the deletion by following the on-screen steps. **Important: Before deleting, make sure to handle any active subscriptions or content you need** – deleting your account will **not** automatically cancel paid subscriptions or orders, and you will lose access to any saved items (like alerts or saved searches) associated with your account<sup>74</sup> <sup>75</sup>. Once

---

<sup>69</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>70</sup><https://www.elsevier.support/elsevieraccess/answer/do-i-need-a-separate-account-for-each-elsevier-product>

<sup>71</sup><https://www.elsevier.support/elsevieraccess/answer/how-does-idelseviercom-use-cookies>

<sup>72</sup><https://www.elsevier.support/elsevieraccess/answer/how-does-idelseviercom-use-cookies>

<sup>73</sup><https://www.elsevier.support/embase/answer/how-do-i-delete-my-elsevier-account>

<sup>74</sup><https://www.elsevier.support/embase/answer/how-do-i-delete-my-elsevier-account>

<sup>75</sup><https://www.elsevier.support/embase/answer/how-do-i-delete-my-elsevier-account>

deleted, your data and purchase history are removed, and while you can create a new account later, your previous data cannot be restored<sup>76</sup> <sup>77</sup>.

#### **More details and steps:**

When you delete your Elsevier account:

- **Content Loss:** All personal content tied to your account (e.g. alert configurations, saved articles, reading history, etc.) will be lost irretrievably<sup>78</sup>. Elsevier accounts are used across many products, so think of everything linked to your email login.
- **Subscriptions:** Active subscriptions (to journals or services) are **not canceled** by deleting the account<sup>79</sup>. You'll need to separately cancel those (if needed) before deletion, otherwise they may continue (since deletion only affects your login, not the subscription contract).
- **Process:** In account settings, under *Sign In Data*, there should be an option or a link to delete your account<sup>80</sup>. Upon selecting it, you might be asked to confirm your password and then confirm that you understand the consequences (losing data, etc.). After confirmation, the account is scheduled for deletion. Elsevier will likely send a final confirmation email or notification as well.
- **Post-deletion:** If you ever need Elsevier services again, you'd have to register a new account. The old account email could potentially be used again to register from scratch, but none of the old data will carry over<sup>81</sup>.

If you cannot find the deletion option (for instance, some older accounts or specific product accounts might not show it), you can contact Elsevier support via their webform to request account deletion manually<sup>82</sup>.

---

<sup>76</sup><https://www.elsevier.support/embase/answer/how-do-i-delete-my-elsevier-account>

<sup>77</sup><https://www.elsevier.support/embase/answer/how-do-i-delete-my-elsevier-account>

<sup>78</sup><https://www.elsevier.support/embase/answer/how-do-i-delete-my-elsevier-account>

<sup>79</sup><https://www.elsevier.support/embase/answer/how-do-i-delete-my-elsevier-account>

<sup>80</sup><https://www.elsevier.support/embase/answer/how-do-i-delete-my-elsevier-account>

<sup>81</sup><https://www.elsevier.support/embase/answer/how-do-i-delete-my-elsevier-account>

<sup>82</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-request-deletion-of-my-elseviercom-account>

## Purchasing Content and Subscriptions

### **Q: How do I buy an article or book chapter on ScienceDirect (pay-per-view)?**

**A:** If you do not have subscription access to a particular article/chapter, ScienceDirect offers a **pay-per-view** purchase option. Here's the quick process:

1. **Sign in** to ScienceDirect with your Elsevier account<sup>83</sup> (you must be logged in to purchase content).
2. **Find the article or chapter** you want (via search or browsing).
3. Click “**Purchase PDF**” (or similar purchase link) for that content<sup>84</sup>.
4. Choose your user type if prompted (Academic/Personal or Corporate) and click “**Add to cart**”<sup>85</sup>.
5. Go to your cart (usually an icon on the top of the page) and **Proceed to Checkout**<sup>86</sup>.
6. Enter your **billing details and payment information** (credit card only, see payment methods below), then confirm payment by clicking “**Pay now**”<sup>87</sup>.
7. After payment, you can **download the PDF** of the article/chapter. It will be available immediately – and remember to also download any supplementary files within 48 hours (since those links expire)<sup>88</sup>.

Once purchased, the article or chapter PDF is yours to keep. You can find your purchased items under “**Purchased Articles**” in ScienceDirect’s menu for up to 48

---

<sup>83</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-buy-an-article-or-chapter>

<sup>84</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-buy-an-article-or-chapter>

<sup>85</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-buy-an-article-or-chapter>

<sup>86</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-buy-an-article-or-chapter>

<sup>87</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-buy-an-article-or-chapter>

<sup>88</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-buy-an-article-or-chapter>

hours (for direct download) and later in your **Purchase History** section with a record and receipt<sup>89</sup> <sup>90</sup>.

**More details and tips:**

- **Eligibility:** Both individual users and users whose institutions have enabled transactional access can purchase content this way<sup>91</sup>. If you're with an institution that turned on the shopping cart, you may get an option to denote if you're buying as personal or on behalf of your organization<sup>92</sup>.
- **After Payment – Accessing Content:** Immediately after completing the purchase, you should be redirected to the article page with full access. The PDF will be available to download (often via a “View PDF” or “Download PDF” button). You will also receive an email confirmation with a link, and on ScienceDirect the content will appear under *Purchased articles* for 48 hours for quick access<sup>93</sup>.
- **Supplementary Materials:** If the article has supplementary files (datasets, images, etc.), make sure to download them within 48 hours of purchase<sup>94</sup> <sup>95</sup>. ScienceDirect allows access to those supplemental files for 48 hours post-purchase<sup>96</sup>.
- **Receipt:** To get an official receipt of your purchase, use the **Purchase History** page. Under your profile (username menu) -> *Purchased articles*, you can view

---

<sup>89</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-buy-an-article-or-chapter>

<sup>90</sup><https://www.elsevier.support/ecommerce/answer/how-can-i-view-my-order-or-purchase-history>

<sup>91</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-buy-an-article-or-chapter>

<sup>92</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-buy-an-article-or-chapter>

<sup>93</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>94</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>95</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>96</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

recent purchases. For older ones, select the month in purchase history<sup>97</sup>. Each entry has a “**Show receipt**” link which provides a receipt (proof of payment) for that transaction<sup>98</sup>. This receipt can be used for reimbursement or records<sup>99</sup>.

- **Limits:** Note that there is a limit of **20 articles per transaction per 24-hour period** when purchasing via pay-per-view<sup>100</sup>. So you can't buy more than 20 items in one go (or within one day).
  - **Post-Purchase Access Duration:** The PDF is downloadable and yours to use indefinitely. The 48-hour window is only relevant for the ease of re-downloading via the interface and for supplementary files<sup>101 102</sup>. After that, your access via the purchase history may require contacting support if needed, but typically you would have saved the PDF by then.
- 

**Q: What payment methods are available for pay-per-view purchases?**

**A: Credit cards are the only payment method** accepted for purchasing articles/chapters on ScienceDirect's shopping cart<sup>103</sup>. Specifically, Elsevier accepts **Visa, MasterCard, American Express, and JCB** cards for these transactions<sup>104</sup>. Other

---

<sup>97</sup><https://www.elsevier.support/ecommerce/answer/how-can-i-view-my-order-or-purchase-history>

<sup>98</sup><https://www.elsevier.support/ecommerce/answer/how-can-i-view-my-order-or-purchase-history>

<sup>99</sup><https://www.elsevier.support/ecommerce/answer/how-can-i-view-my-order-or-purchase-history>

<sup>100</sup><https://www.elsevier.support/ecommerce/answer/what-payment-methods-are-available-for-payperarticle-purchases>

<sup>101</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>102</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>103</sup><https://www.elsevier.support/ecommerce/answer/what-payment-methods-are-available-for-payperarticle-purchases>

<sup>104</sup><https://www.elsevier.support/ecommerce/answer/what-payment-methods-are-available-for-payperarticle-purchases>

forms of payment such as PayPal, bank transfers, or direct deposit are **not available** for pay-per-view online purchases<sup>105</sup>. Additionally, note:

- All transactions are processed in **US Dollars (USD)** currency when using the ScienceDirect cart, regardless of your location<sup>106</sup>.
- Due to regulatory and processing limitations, ScienceDirect currently does **not support credit card purchases from** a few countries: **Ivory Coast, Lebanon, Lithuania, and Nigeria**<sup>107</sup>. Users in those countries would be unable to complete a credit card purchase on the platform.
- You must have a ScienceDirect (Elsevier) account to use the shopping cart and pay by card<sup>108</sup>. Guest checkout isn't available; the system ties purchases to your account for access and history.

**Quick recap:** Use a major credit card to pay, up to 20 items per transaction, and ensure you're in a supported country. No PayPal or wire payments online<sup>109</sup>.

---

**Q: How can I purchase Elsevier books or journal subscriptions online (via Elsevier's shop)?**

**A:** Elsevier's online store **shop.elsevier.com** allows individuals to buy books, journal subscriptions, and pay-per-view articles. To use it, you will need to create an account specifically for the shop if prompted (the shop may require a separate account at checkout)<sup>110</sup>. Add your desired items (books, journal subscriptions, individual articles) to the **shopping basket**, then proceed to **Checkout**:

1. **Account Requirement:** Make sure you have an account for the Elsevier shop. You can sign up in advance or during checkout (the system will prompt you to

---

<sup>105</sup><https://www.elsevier.support/ecommerce/answer/what-payment-methods-are-available-for-payperarticle-purchases>

<sup>106</sup><https://www.elsevier.support/ecommerce/answer/what-payment-methods-are-available-for-payperarticle-purchases>

<sup>107</sup><https://www.elsevier.support/ecommerce/answer/what-payment-methods-are-available-for-payperarticle-purchases>

<sup>108</sup><https://www.elsevier.support/ecommerce/answer/what-payment-methods-are-available-for-payperarticle-purchases>

<sup>109</sup><https://www.elsevier.support/ecommerce/answer/what-payment-methods-are-available-for-payperarticle-purchases>

<sup>110</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

“create a new account” if you haven’t already)<sup>111</sup>. (This shop account may be separate from your main Elsevier account.)

2. **Select Items:** Browse or search for the book, journal, or article. Available products will have an “**Add to basket**” option<sup>112</sup>. Click that to add the item.
3. **Review Basket:** Go to your shopping basket to see selected items. From there you can sign in (or create account) and then click “**Proceed to checkout**”<sup>113</sup>.
4. **Checkout Process:** Enter your shipping and billing information (for physical products like print books or journals) or just billing info for digital products. Tax will be calculated at checkout (prices shown initially are usually tax-exclusive)<sup>114</sup>.
5. **Place Order:** Confirm your order details. **Important:** Double-check everything (like product, address, etc.) before final submission; once the order is placed, you cannot change or cancel it online<sup>115</sup>.
6. **After Order:** You will receive an order confirmation email. If you ordered a downloadable product (like an eBook), you should get instructions to download it. If it’s a print product, it will be shipped to the address provided.

Key points for Elsevier’s shop:

- **Use English characters for your account info:** When creating your account on shop.elsevier.com, use standard English alphabets. The system may not handle non-Latin characters in names/addresses<sup>116</sup>.

---

<sup>111</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

<sup>112</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

<sup>113</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

<sup>114</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

<sup>115</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

<sup>116</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

- **Tax and Customs:** Checkout will show applicable taxes before payment. Any customs duties (for international shipments) are **not** included and must be paid by you upon delivery if applicable<sup>117</sup>.
- **No Online Cancellations/Changes:** Once you submit the order, you **cannot modify or cancel it through the website**<sup>118</sup>. If you made a mistake or need help, you must contact Elsevier customer service *immediately*. They provide a webform for post-order assistance<sup>119</sup> – use the “contact customer service” form if you require changes after placing an order.
- **Institutional Orders:** The public shop is for individual customers. For institutional purchases (like library access to journals or bulk orders), the shop provides a “**Request a quote**” option instead of direct purchase<sup>120</sup>. Elsevier sales will then handle the request. (One exception: institutional **print journal subscriptions** can be purchased directly on the site without a quote<sup>121</sup>.)
- **Tax-Exempt Orders:** If you need to make a tax-exempt purchase (for organizations with tax exemption), the shop can’t process that online. You would have to follow special steps (likely contacting Elsevier with your tax exempt documentation) as per instructions on a support page<sup>122</sup>.

In summary, the Elsevier shop works like a typical e-commerce site: create an account, add items to cart, and check out with a credit card. Just be mindful that it’s meant for personal purchases, and you should contact support for any changes or institutional needs<sup>123</sup>.

<sup>117</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

<sup>118</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

<sup>119</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

<sup>120</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

<sup>121</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

<sup>122</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

<sup>123</sup><https://www.elsevier.support/ecommerce/answer/a-guide-to-shopping-on-shopelseviercom>

---

## **Q: How do I change or cancel my journal subscription?**

**A:** To change or cancel an active Elsevier **journal subscription**, you need to contact Elsevier Customer Service because modifications/cancellations are not self-service. Use the official “**Contact Us**” channel (such as the Elsevier customer support webform or email/phone for subscriptions) and provide key details of your subscription<sup>124</sup>:

- Your **account number or order number** for the subscription<sup>125</sup>
- The **Journal title** you are subscribed to<sup>126</sup>
- The **name** on the subscription (your name)<sup>127</sup>
- Your **billing and shipping address** associated with the subscription<sup>128</sup>
- The **email address** used for the subscription account<sup>129</sup>
- The **reason** for cancellation or change request (optional but helpful)<sup>130</sup>

Provide this information when you reach out via the webform or email<sup>131</sup>. The support team will process the cancellation or change.

### **Important notes:**

- **No mid-term cancellation for certain products:** You cannot alter or cancel subscriptions for some online products (like **Embase** or **Geofacets**) during the

---

<sup>124</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>125</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>126</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>127</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>128</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>129</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>130</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>131</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

active subscription term<sup>132</sup>. For those, you have to let the subscription period end; you can then choose not to renew (or reorder if you want to resume)<sup>133</sup>. For example, Embase personal subscriptions run for a fixed 7- or 30-day period and simply expire automatically at the end (no auto-renew)<sup>134</sup>.

- **Refunds/Changes:** Depending on timing and terms, cancellations might result in a prorated refund or might only stop the next renewal – the support agent will clarify that. Always refer to Elsevier’s subscription terms or ask the support representative.
- **Method to Contact:** Use the provided contact link or email for subscription support. In the Support Center, a “contact us” link will direct you to a service.elsevier.com webform specific for subscription inquiries<sup>135</sup>.

In summary, gather your subscription details and send a cancellation/change request through Elsevier’s customer service. They will handle the request since you cannot directly cancel online on your own<sup>136</sup>.

---

**Q: How can I view my purchase history or get a receipt for an Elsevier purchase (articles/books)?**

**A:** If you’ve bought articles or books through Elsevier’s online platforms, you can access your **Purchase History** to see past orders and download receipts:

- **On ScienceDirect (articles/chapters):** Log in and click on your username (profile) in the top navigation, then select “**Purchased articles**”. You will see a list of articles you bought in the last 48 hours. For older purchases, use the **Purchase History** filter to select the month and year of purchase<sup>137</sup>. The

---

<sup>132</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>133</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>134</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>135</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>136</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

<sup>137</sup><https://www.elsevier.support/ecommerce/answer/how-can-i-view-my-order-or-purchase-history>

Purchase History page will list all documents purchased via the shopping cart in that period<sup>138</sup>. Next to each item, there is a “Show receipt” option<sup>139</sup> – clicking that brings up the official receipt of payment (with transaction details), which you can save or print for reimbursement or records<sup>140</sup>.

- **On Elsevier’s shop (books, subscriptions):** Log into your shop.elsevier.com account. There should be an “Order History” or “Order Status” section in **My Account** where all your orders are listed. From there, you can view order details and often print an invoice or receipt for each order. (This information comes from standard usage; the support content explicitly covers ScienceDirect. The shop likely emails a receipt as well.)

**Information shown on receipts:** The receipt will include the purchase confirmation ID, date, item title, and amount paid<sup>141</sup>. In ScienceDirect’s Purchase History, for instance, each entry shows the document citation and a unique Confirmation ID, and clicking *Show receipt* gives a proof-of-payment format<sup>142</sup>.

By using these history tools, you can keep track of what you’ve bought and obtain any invoices you need for expense claims or personal records.

---

## Accessing and Using Content

### **Q: How do I download articles and chapters from ScienceDirect?**

**A:** Downloading articles or book chapters from ScienceDirect can be done in a few ways, depending on whether you’re viewing a single item or multiple items:

- **Single article or chapter:** When you’re on the page for an article or chapter, look for a **PDF icon** or a “View PDF” button. Clicking “View PDF” will open the PDF

---

<sup>138</sup><https://www.elsevier.support/ecommerce/answer/how-can-i-view-my-order-or-purchase-history>

<sup>139</sup><https://www.elsevier.support/ecommerce/answer/how-can-i-view-my-order-or-purchase-history>

<sup>140</sup><https://www.elsevier.support/ecommerce/answer/how-can-i-view-my-order-or-purchase-history>

<sup>141</sup><https://www.elsevier.support/ecommerce/answer/how-can-i-view-my-order-or-purchase-history>

<sup>142</sup><https://www.elsevier.support/ecommerce/answer/how-can-i-view-my-order-or-purchase-history>

in your browser or PDF reader<sup>143</sup>. From there, you can use your browser's download button or the PDF reader's save option to save the file to your device<sup>144</sup>. If you're on a list page (like search results or a journal issue's table of contents), you may see a PDF icon next to each entry – clicking that will directly download the PDF for that entry<sup>145</sup>.

- **Multiple articles/chapters (bulk download):** ScienceDirect allows you to select multiple documents for download:
  - On a **journal issue page or book TOC**: You might have an option like “**Download full issue**” (for journals) or “**Download all chapters**” (for books)<sup>146</sup>. Using that will download a **ZIP file** containing all PDFs in that issue or book<sup>147</sup>.
  - On a **search results or listing page**: You can check the boxes next to multiple article titles that you want<sup>148</sup>. After selecting, look for a download option for selected items. A tip: on search results, you can check a box at the top to select all results on the page, and you can increase the results per page to 50 or 100 to grab more at once<sup>149</sup>. Once your selection is made, there will be a button to download the PDFs of those selected results, often provided in a ZIP file.
- **Purchased articles/chapters:** If you have purchased an item (pay-per-view), you receive a link via email and you can also go to **Purchased Articles** under

---

<sup>143</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>144</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>145</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>146</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>147</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>148</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>149</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

your profile. Open the article page from there and use the **Download PDF** option as above<sup>150</sup>.

#### Troubleshooting & notes:

- You need appropriate access (subscription or purchase) to download most full-text PDFs. If you don't have access, the PDF icon may be locked or you'll be prompted to purchase.
- When downloading a PDF from an article page, sometimes ScienceDirect will suggest related content in a pop-up; you can deselect any additional items if you only want the one PDF<sup>151</sup>.
- Bulk download limits: There may be fair use limits on how many articles you can download at once or per session. Using the built-in selection makes sure you stay within allowed usage.
- Files come in PDF format. Ensure you have a PDF reader installed (Adobe Acrobat Reader, etc.) for offline reading.

In summary, use the PDF icons or “Download” buttons provided by ScienceDirect on article pages, issue pages, or result lists to get the documents you need, individually or in batches<sup>152 153</sup>.

---

#### Q: How do I open and view supplementary material or data files for an article?

A: Supplementary files (like datasets, videos, or appendices that accompany an article) are usually accessible from the article's page on ScienceDirect:

- On the article page, look for a section listing “**Supplementary material**”. Often, supplementary files are linked under an “**Extras**” menu on the left side, or in an “**Appendix**” or **Supplementary Data** section below the main article text<sup>154</sup>.

---

<sup>150</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>151</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>152</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>153</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-download-articles-and-chapters>

<sup>154</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

There you will find downloadable files (within 48 hours of purchase if it's a purchased article)<sup>155</sup>.

- If the article is not an Elsevier-owned publication (e.g., it's from another publisher on the platform), the supplementary files might not be directly on ScienceDirect. In such cases, clicking the article's **DOI link** may take you to the publisher's site where you can get the supplements<sup>156</sup>.

Once you have the supplementary files downloaded, you may need specific software to open them, depending on the file format. Here are **common file types** for supplementary data and how to open them:

- **Documents & Tables:** .doc/.docx (Microsoft Word documents) open with Microsoft Word or compatible software<sup>157</sup>; .xls/.xlsx (Excel spreadsheets) open with Microsoft Excel or similar<sup>158</sup>; .txt (plain text) can open in any text editor<sup>159</sup>; .csv (comma-separated values) can open in Excel or any text editor<sup>160</sup>.
- **Images:** .jpg or .png images can be opened with any image viewer<sup>161 162</sup>; .gif for animations or images opens in web browsers or image viewers<sup>163</sup>; .tif/.tiff are

---

<sup>155</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>156</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>157</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>158</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>159</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>160</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>161</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>162</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>163</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

high-quality images, open with image editors (and built-in viewers on most OS)<sup>164</sup>.

- **Video/Audio:** .avi, .mov, .mp4 video files play with media players like Windows Media Player, VLC, or QuickTime<sup>165 166</sup>; .mp3 audio plays in any music player<sup>167</sup>; .flv (Flash video) may require a specialized player or conversion since Flash is deprecated<sup>168</sup>.
- **Data and specialized formats:**
  - .pdf (PDF documents) open with Adobe Reader or any PDF viewer<sup>169</sup>.
  - .EPS (Encapsulated PostScript) can be opened with programs like Adobe Illustrator, or free tools like GSView<sup>170</sup>.
  - .mat, .fig, .m (MATLAB files) require MATLAB or compatible tools to view<sup>171</sup>.
  - .nb, .nbp (Mathematica notebook files) require Wolfram Mathematica or its player<sup>172</sup>.

---

<sup>164</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>165</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>166</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>167</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>168</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>169</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>170</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>171</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>172</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

- .mol, .mol2 (molecular data files) are text-based and can be viewed in text editors or specialized chemistry viewers<sup>173</sup>.
- .pdb (Protein Data Bank file) can be opened with molecular visualization software (like PyMOL or web viewers)<sup>174</sup>.
- .zip files are archives – you need to unzip them using software like WinZip or the operating system’s unzip tool to get the contents<sup>175</sup>.
- (*The support page provides an extensive list; the above covers common ones. If you encounter a format not listed here, refer to the Elsevier help or general web resources for that extension.*)

**Tip:** The supplementary files are available for 48 hours after purchase (if you bought the article)<sup>176</sup>, so download them promptly. If you have access via subscription, they should be available as long as you have access rights. Make sure you have the appropriate reader software for the file types; many science data files (like .mol, .nii, etc.) might require specialized free viewers which are often referenced in the Elsevier support article<sup>177 178</sup>.

If a supplementary file won’t open, double-check the file extension and use an application that supports that format (e.g., for .avi use a video player, for .csv use

<sup>173</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>174</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>175</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>176</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>177</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>178</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

Excel). The Elsevier support center's list (as summarized above) can guide you to the right software<sup>179</sup> <sup>180</sup>.

---

**Q: Do I need permission to share an article or chapter (e.g., forward a PDF to a colleague)?**

**A:** It depends on the article's access rights. **If the article is Open Access**, you can generally share the official PDF freely. **If it's not Open Access**, Elsevier asks for "responsible sharing," which means you should be careful about how you share it<sup>181</sup>:

- You **may share** the **article's DOI or link** with others so they can access it through proper channels (their library, purchase, etc.). Using the **Digital Object Identifier (DOI) link** is encouraged as a way to share content responsibly, since it links back to the source<sup>182</sup>.
- To get official permission for broader sharing (like posting a full-text PDF publicly), use the "**Get rights and content**" or "**Get permission**" link on the article page (often an option provided for many articles on ScienceDirect)<sup>183</sup>. This link, if available, will take you to the **Copyright Clearance Center/RightsLink** page for that article where you can request permission for certain uses<sup>184</sup>. This appears only on articles where Elsevier manages the copyright<sup>185</sup>.
- **Personal sharing (one-to-one):** It is typically okay to privately share a single article with a colleague for research purposes (e.g., emailing a PDF to a known

---

<sup>179</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>180</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-open-and-view-supplementary-material-and-data>

<sup>181</sup><https://www.elsevier.support/ecommerce/answer/do-i-need-permission-to-share-an-article-or-chapter>

<sup>182</sup><https://www.elsevier.support/ecommerce/answer/do-i-need-permission-to-share-an-article-or-chapter>

<sup>183</sup><https://www.elsevier.support/ecommerce/answer/do-i-need-permission-to-share-an-article-or-chapter>

<sup>184</sup><https://www.elsevier.support/ecommerce/answer/do-i-need-permission-to-share-an-article-or-chapter>

<sup>185</sup><https://www.elsevier.support/ecommerce/answer/do-i-need-permission-to-share-an-article-or-chapter>

colleague), but posting it publicly (on a website or large email list) is usually not allowed unless it's Open Access or you have permission.

- **Author sharing:** If you are an author of the article, Elsevier has specific policies (e.g., you can share your **accepted manuscript** version on certain platforms after an embargo, etc.). Authors can often share privately with colleagues freely. There's a dedicated policy for **Journal Article Sharing** on Elsevier's site that outlines what authors and readers can do<sup>186</sup>.

In short: if you are **unsure**, it's best to check Elsevier's sharing guidelines or use their RightsLink to get formal permission<sup>187</sup>. For a quick, responsible approach, share the **DOI link** rather than the PDF. That ensures the recipient accesses the article through legitimate means (their institution or purchase) unless the article is free to read.

*(Elsevier's support content directs users to their Copyright, Journal Article Sharing, and Hosting policies for full details<sup>188</sup>. These policies will tell you what is allowed. Usually: you can share the link or some metadata freely; sharing full text might require that the platform is secure or that you have permission. If the article has a “Share” button on ScienceDirect – use it, it often provides a shareable link or email form.)*

---

## **Q: How do I contact the corresponding author of an article?**

**A:** To contact a corresponding author (the author designated for correspondence):

1. Go to the article's page on ScienceDirect (or the journal's site). Look at the list of authors. The **corresponding author** is usually indicated by an **envelope icon** next to their name<sup>189</sup>.
2. Click on the name (or the envelope icon) of that corresponding author. On the right side of the page, an author details panel should appear. In that panel, you'll find the author's contact information, typically including the **email address**<sup>190</sup>.

---

<sup>186</sup><https://www.elsevier.support/ecommerce/answer/do-i-need-permission-to-share-an-article-or-chapter>

<sup>187</sup><https://www.elsevier.support/ecommerce/answer/do-i-need-permission-to-share-an-article-or-chapter>

<sup>188</sup><https://www.elsevier.support/ecommerce/answer/do-i-need-permission-to-share-an-article-or-chapter>

<sup>189</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-contact-the-corresponding-author-of-an-article>

<sup>190</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-contact-the-corresponding-author-of-an-article>

3. Click the email address shown. Doing so will open your default mail client with the email address pre-filled, allowing you to send an email to the author<sup>191</sup>.

**Notes:**

- Only authors marked with the envelope symbol are set as corresponding authors – they are the ones who handle correspondence about that paper<sup>192</sup>. Sometimes multiple authors can have the envelope icon, meaning they are all contacts.
- If you want to reach a **non-corresponding author** (one without an envelope), their direct email is not provided on the article page. One approach is to find other papers by that author (using an author search) which might list them as corresponding author, or check the PDF of the article: often the first page of the PDF lists all authors with affiliations and may include an email for each author or at least the corresponding author's email<sup>193</sup>. The support notes that if clicking an author name leads to an Author profile page instead of showing an email, you should open the PDF version where the contact info is usually given in a footnote<sup>194</sup>.
- Keep in mind the email address provided was accurate at publication time. If the article is older, that author might have changed institutions or emails. Emails are not updated post-publication<sup>195</sup>, so a very old article's author email might bounce if the author has moved. In such cases, you might try to find the author's current contact via a web search or their current institution.

---

<sup>191</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-contact-the-corresponding-author-of-an-article>

<sup>192</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-contact-the-corresponding-author-of-an-article>

<sup>193</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-contact-the-corresponding-author-of-an-article>

<sup>194</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-contact-the-corresponding-author-of-an-article>

<sup>195</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-contact-the-corresponding-author-of-an-article>

By following the above, you'll get the email of the corresponding author and can reach out to ask questions, request data, etc., as needed. This process is facilitated by Elsevier on their article pages to encourage academic communication<sup>196 197</sup>.

---

**Q: What eBook formats does Elsevier provide, and are they compatible with my device?**

**A:** Elsevier eBooks are typically available in **three formats: PDF, ePub, and ePub3**<sup>198</sup>. These cover most reading devices and preferences:

- **PDF:** This format is best for computers and tablets, preserving the layout of the pages. It can be read on **PC/Mac** (with Adobe Reader or any PDF software) and on mobile devices using apps (iBooks on iOS, various PDF readers on Android). No special steps are needed beyond downloading the PDF and opening it in a PDF reader<sup>199 200</sup>.
- **ePub / ePub3:** These are reflowable eBook formats ideal for e-readers and mobile devices because they allow the text to adjust to your screen. **ePub3** is just a newer version with interactive content support. These can be read on devices like **Apple iOS devices** (iPhone/iPad using iBooks or other ePub apps)<sup>201</sup>, **Android devices** (using apps like Aldiko, FBReader, etc.), and many **eReader devices** (like Kobo, and even on Kindle if converted or via Kindle's support for ePub).

**Device-specific guidance:**

- **Dedicated eReaders (e.g., Kobo, Nook):** Most support ePub. You usually can transfer the ePub file to the device by connecting it to your computer and

---

<sup>196</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-contact-the-corresponding-author-of-an-article>

<sup>197</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-contact-the-corresponding-author-of-an-article>

<sup>198</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>199</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>200</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>201</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

copying the file or using the device's transfer method<sup>202</sup>. If an eReader supports PDF, you can use the PDF too. No extra software is typically required on the device itself; just ensure you follow that eReader's instructions for adding books (like via USB or a special folder)<sup>203</sup>.

- **Windows PC:** You can read PDFs with Adobe Acrobat Reader (or built-in browsers). For ePub on PC, you might need an ePub reader application (there are many free ones, or Adobe Digital Editions) if DRM is involved. The support content implies that for Windows, PDF is straightforward and ePub might need an app if not already supported<sup>204</sup>.
- **Mac (Apple macOS):** The **Books (iBooks)** app on Mac can open both PDF and ePub files. Ensure you have the Books app installed (it's usually pre-installed on macOS, or can be downloaded from the Mac App Store)<sup>205</sup>. Open the eBook file with Books, or import it into your Books library.
- **iOS (iPhone/iPad):** Use **Apple Books** (formerly iBooks) for both PDF and ePub – this is the easiest way<sup>206</sup>. You can add the file to your Apple Books library by AirDrop, email, or through iTunes (Finder) file transfer. Elsevier's steps (summarized) for iOS suggest: download on a computer then use iTunes File Sharing to copy the file to an app like Books or a third-party reading app on your device<sup>207</sup>. Alternative ePub reader apps on iOS include **PocketBook Reader** or **Bookari**, which can also be used<sup>208</sup>.
- **Android:** Use a reading app such as **PocketBook**, **Aldiko**, **Google Play Books** or others. You can either transfer the eBook file from your PC to your Android

---

<sup>202</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>203</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>204</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>205</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>206</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>207</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>208</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

device via USB or email<sup>209</sup>, or if the Elsevier account provides a direct download link, you may download it straight on the device. After that, open it in your chosen eBook app. Many Android eBook apps will automatically find ePub/PDF files on your device, or you may have to import the file into the app's library<sup>210</sup>.

Elsevier's eBooks are **DRM-free** in many cases when provided directly (this can depend on the purchase). If there is no DRM, any compatible app can open the files. If the eBook had DRM (Digital Rights Management), you might need to use authorized apps like Adobe Digital Editions and your device to be authorized with your Adobe ID – however, the content we have doesn't mention DRM explicitly, so they might be providing them DRM-free now<sup>211</sup> (the presence of direct file transfer instructions suggests no Adobe DRM on those).

In summary, whatever device you have – PC, Mac, iOS, Android, or a standalone e-reader – you should be able to use either the PDF or ePub format of your Elsevier eBook:

- Use **PDF** if you want a fixed layout (good for printing or large screens).
- Use **ePub** for a flexible, resizable text (good for small screens, e-ink readers). And follow the standard procedure for your device to load the file (copy via USB, email to yourself, or use a cloud service). No proprietary app is strictly required beyond what's commonly available<sup>212 213</sup>.

*(The Elsevier support page provided detailed tables by device, but the essence is as above: PDF/ePub on essentially any platform with a suitable reader. Kindle devices were not explicitly mentioned on the page – note that Kindle uses MOBI/AZW format. Newer Kindle models can convert ePub via email to Kindle service, but Elsevier doesn't list Kindle, likely because Kindle format isn't provided. Kindle users may need to convert the ePub to MOBI or use PDF on Kindle which is possible but not always ideal.)*

---

<sup>209</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>210</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>211</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>212</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

<sup>213</sup><https://www.elsevier.support/ecommerce/answer/what-ebook-formats-are-compatible-with-my-device>

## Other Common Support Topics

**Q: How do I ensure that emails from Elsevier (e.g., order confirmations, reset passwords) aren't blocked by my spam filter?**

**A:** To make sure you receive important emails from Elsevier, add Elsevier's sending addresses to your email account's **safe sender/whitelist**. The key domains/addresses to allow include:

- @ecommerce.elsevier.com – (for purchase confirmations, receipts from Elsevier's shop)<sup>214</sup>
- @mendeley.com – (for Mendeley notifications)<sup>215</sup>
- notify@editorial.elsevier.com and the domain @editorialmanager.com – (for Editorial Manager system emails, if you are an author or reviewer)<sup>216</sup>
- @notification.elsevier.com – (general Elsevier notifications)<sup>217</sup>
- @3d4medical.com – (for products like Complete Anatomy, owned by Elsevier)<sup>218</sup>
- Any other email address ending in @elsevier.com<sup>219</sup> (Elsevier has many subdomains; whitelisting "elsevier.com" broadly helps catch all).

### How to whitelist (by provider):

- **Outlook (Web or Desktop):** Add the above addresses/domains to your Safe Senders list. In Outlook desktop, for instance, go to **Junk Email Options -> Safe Senders** and add elsevier.com and the other domains. In Outlook.com (web), go to **Settings -> View all Outlook settings -> Junk Email**, and add the domains under **Safe senders and domains**.

---

<sup>214</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-ensure-that-emails-arent-blocked-by-spam-filters>

<sup>215</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-ensure-that-emails-arent-blocked-by-spam-filters>

<sup>216</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-ensure-that-emails-arent-blocked-by-spam-filters>

<sup>217</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-ensure-that-emails-arent-blocked-by-spam-filters>

<sup>218</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-ensure-that-emails-arent-blocked-by-spam-filters>

<sup>219</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-ensure-that-emails-arent-blocked-by-spam-filters>

- **Gmail:** Gmail doesn't have a safe sender list, but if emails are going to spam, create a filter. For example, create a filter where the From address contains "elsevier.com" and choose "Never send to Spam" as the action.
- **Apple iOS Mail:** On iPhone/iPad, there isn't a user-accessible safe sender list. Instead, if an email goes to junk, you can mark it as "Not Junk". Consistently marking Elsevier emails as not junk will train the filter. Also, if you have contacts for those addresses, iOS is less likely to mark them spam. (Apple Mail relies on the server's filtering mostly.)
- **Other providers (Yahoo, etc.):** They typically have settings in their webmail for "Filters" or "Safe Senders". Add the domains accordingly.

Once these addresses are whitelisted, emails such as password reset links, order confirmations, author notifications, etc., from Elsevier should reliably arrive in your inbox<sup>220</sup>. After adjusting settings, you may want to have Elsevier resend any important email you missed or simply trigger the action again (e.g., use the "forgot password" again to get a new email).

Finally, always check your spam/junk folder if you're expecting something from Elsevier and haven't seen it. If it's there, mark it as not spam. This also helps train your email provider's algorithm over time.

---

**Q: Where can I get further help if my question isn't answered here?**

**A:** If you need more assistance, Elsevier provides multiple support channels:

- **Elsevier Support Center website:** The site ([elsevier.support](http://elsevier.support)) has a searchable knowledge base (FAQs) for different products. You can browse by product or use the search bar to find answers.
- **Contact via Email/Webform:** Many support pages have an "**Email us**" or **web contact form** link<sup>221 222</sup>. Clicking that usually brings up a form where you can submit your query to Elsevier's customer service team. Provide as much detail as possible (your account, product, issue) so they can assist efficiently.

---

<sup>220</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-ensure-that-emails-arent-blocked-by-spam-filters>

<sup>221</sup><https://www.elsevier.support/elsevieraccess>

<sup>222</sup><https://www.elsevier.support/ecommerce/answer/how-do-i-change-or-cancel-my-journal-subscription>

- **Live Chat:** Some support centers offer a **Chat** option<sup>223</sup>. If available, it will connect you to a live agent (during supported hours) for real-time help.
- **Phone Support:** Certain regions or product lines have phone support numbers listed (for example, in subscription info or on the contact page). The Support Center or Elsevier's main website "Contact Us" section will list phone numbers if applicable.

On the Elsevier Support Center homepage, there is also a "**Find your support center**" tool<sup>224</sup>. Given Elsevier's wide range of products, you might be directed to a specific support site tailored to that product (e.g., Scopus, ScienceDirect, Mendeley each have their own support pages). If your question wasn't covered in general FAQs, try the specialized FAQ or reach out through those channels.

Remember to have your details handy (like account email, any order number, the name of the journal or product, etc.) when contacting support to get quicker assistance. Elsevier's support is there to help with technical issues, access problems, account issues, etc., beyond what the self-help articles provide.

## Elsevier Scopus APIs<sup>225</sup>

Take a look at our [Getting Started guide for Scopus APIs](#).

### ***What are the Scopus APIs?***

Scopus delivers a comprehensive view of the world of research. Scopus.com allows you to track analyze and visualize research data from 5000 different publishers.

It covers 78 million items including records from journals, books and book series, conference proceedings and trade publications across 16 million Author Profiles and 70,000 Institutional Profiles All of this comes together to power your research and help you to stay abreast with current publications, find co-authors, analyze journals to publish in and track and monitor global trends

Scopus APIs expose curated abstracts and citation data from all scholarly journals indexed by [Scopus](#).

---

<sup>223</sup><https://www.elsevier.support/elsevieraccess>

<sup>224</sup><https://www.elsevier.support/elsevieraccess>

<sup>225</sup> [https://dev.elsevier.com/sc\\_api\\_spec.html](https://dev.elsevier.com/sc_api_spec.html)

## ***Who can use Scopus APIs?***

Various options are available for researchers who want to use Scopus APIs:

- **Non-Commercial Use (Researchers in Academic & Public Sector Institutions, Charities & Charitable Foundations):** Scopus APIs are available for no charge, for non-commercial use, subject to Elsevier's policies and limits on usage.
- **Commercial Use (Researchers in Private Sector & Commercial Institutions):** Scopus APIs are available (for commercial use), with an API license and subscription, [please contact us here](#) to discuss your request.

## ***What are the benefits of using Scopus APIs?***

- Direct access to real-time Scopus data
- RESTful architecture: stateless, scalable, portable and reliable platform
- Standards and specifications support: W3C CORS, Dublin Core, PRISM
- Ease of integration with client applications and/or directly with client web sites
- Variety of supported API response formats
- API responses include links to relevant resources to simplify navigation and access
- Interactive API documentation allows to preview API request and response in any of the supported response formats directly from Elsevier Developer portal

## ***Where do I get an API key?***

You can request an API Key on [Elsevier's Developer Portal](#). If you do not already have an Elsevier user ID, you will have to register before you can request an API Key.

If you want to request an API for commercial use (i.e., you are a researcher working in a private sector or commercial organisation), please [contact us](#).

## ***What do I get access to with my API key?***

Default API Key configuration description is available at [Default API Key Settings](#) page.

## ***How can I familiarize myself with the Scopus APIs?***

You can get started by referring to our [Getting Started guide for Scopus APIs](#)

## ***How do I get help?***

Please visit [Support](#) page.