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Introduction
Are you wondering whom to turn to with your question or what to do to solve a ScienceDirect/Scopus usage related problem? This document presents an overview of the various contact points for customers, to get you right to the person you need.

In short, there are four main issue solving business units: the E-helpdesk, your account manager, the Web Analytics Department and YOU.
You

Adjust your contact information, e.g. e-mail address
If you are to leave your position as administrator, you can transfer your administrator rights and change your contact information.

By clicking on ‘create new user’ in the admin tool (login via admintool.elsevier.com) you will be done in just a couple of clear steps.

Appoint new administrators
By using the admin tool, you can appoint new administrators for your account. Just login to the admin tool and click on ‘administrators’. You can assign different levels of access to your future administrators.

Request your password/username
If you want to become an administrator for your institution or need to identify the existing administrator(s), please use the Elsevier Customer Service Form. In the “How can we help you” section of the form, choose “Account administration” and enter details in the text box, such as, “Set up access to the Admin Tool.”

If you have more questions regarding the AdminTool, please consult:

http://help-admintool.elsevier.com/

The E-helpdesk
The E-helpdesk can solve most of your problems. It is the main point of contact for customers. Make sure to contact them when encountering issues concerning:

Website errors
Whenever you get an error message for ScienceDirect, Scopus or the Usage Reporting Tool.

Logging in issues
You could contact the E-helpdesk when you are having trouble logging in to the AdminTool, while sure you are using the correct credentials.

Your entitlements
Elsevier ScienceDirect and Scopus uses a hierarchy in administrator levels. We do this to make sure you see the usage of the appropriate customer level. As a super-account administrator you are able to see reports and super-account and account level. As an account administrator you are able to see the usage reports at account and group level.

If you have any doubts on the correctness of the level of your entitlements, please contact the E-helpdesk.

Incorrect usage data
If you suspect that your usage data is incorrect this is usually caused by an error in entitlements settings. If this happens please turn to the E-helpdesk.
Subscriptions
If you are want to know whether your institution subscribes to a certain journal or book, please contact the E-helpdesk.

Contact information
There are regional helpdesks, to be reached at the following addresses:

EMEA (Europe, Middle East, Africa): nlinfo@elsevier.com
Americas: usinfo@elsevier.com
APAC (Asia-Pacific): sginfo@elsevier.com
Japan: jpinfo@elsevier.com

Your Elsevier account manager

Standard usage reports
Account managers can answer your questions on usage reports. They know about the metrics included in the reports and can help you with most of the question on your usage data.

Standard usage reports for different periods
Both COUNTER and non-COUNTER usage reports show the usage for the last three years. Should you need data further back, please contact your account manager.

Contracts and invoicing
When you are wondering about the details of your Elsevier contract, for example the expiring date of it, or if you are waiting on an invoice or have a question about it, your account manager is the person to turn to.

Additional reports
If you have a suggestion for additional usage reports (information that is not to be found in the usage reports available to you), please address your question to your account manager. They will assess the feasibility of adding a new standard report.

Abnormal fluctuations in usage
You could also contact your account manager whenever there is an abnormal amount of fluctuation in data. In most of the cases, they can provide additional and explanatory information on the origin of these fluctuations. Also contact your account manager in case of suspicion of abuse of data.

If you do not have the contact information of your account manager, please contact the E-helpdesk at one of the above mentioned addresses.
The Web Analytics Department
The Web Analytics Department of Elsevier manages the content of the usage reports. Questions that cannot be answered by the E-helpdesk or your account manager, can be redirected to this department.

Report errors
Sometimes a report returns no data, or an error appears. Usually problems like this are caused by the server being too busy at that certain moment which is why, usually, this problem solves itself within ten minutes. If you have waited, have tried to login and work with the desired report again and still have no success in creating reports, please contact this department.

Contact information
You can contact the Web Analytics Department at usage.research@elsevier.com