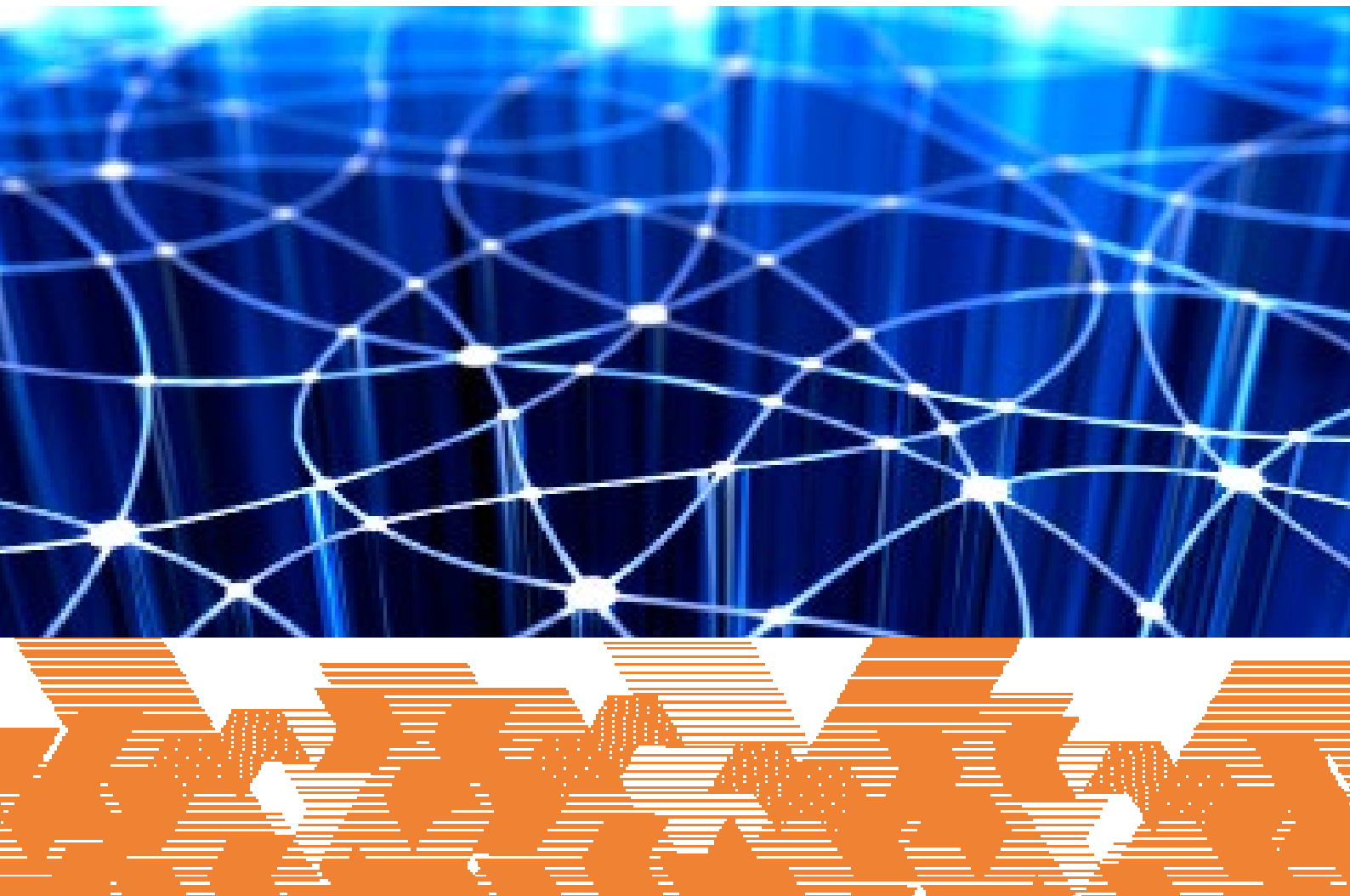Fact Sheet

Elsevier Product Insights for Customers
e-pic.elsevier.com

INTRODUCTION

Elsevier Product Insights for Customers offers a free and unique view of your institution's engagement with our research content and solutions. Designed to support librarians and research managers, it is an online resource enabling a clear overview of usage and other types of engagement. It can also answer questions about your institution's article downloads, research collaborations and media presence. It is available via desktop or mobile device for maximum convenience.

In this Fact Sheet, discover what answers Elsevier Product Insights for Customers delivers and how to sign up for this free service.

ELSEVIER

Fact Sheet

Elsevier Product Insights for Customers

Elsevier Product Insights for Customers offers a free and unique view of your institution's engagement with Elsevier research content and solutions. It helps librarians and research managers to:

- Understand and communicate the value of research content and solutions
- Educate users on new solutions and technology
- Stay current with new content and developments
- Ensure researchers have access to the right content
- Provide researchers with the right tools to maximize their productivity

In addition, it can help to understand the engagement with publications from your institution within the context of Elsevier solutions.

Elsevier Product Insights for Customers is an online resource for desktop or mobile devices. It enables easy information sharing: simply create an account for a colleague or export convenient images or tables.

Thanks to a growing set of widgets, **Elsevier Product Insights for Customers** is keeping librarians and research managers informed about engagement with the following products:

- ScienceDirect® journals and books
- SciVal®
- Scopus®
- Mendeley® (coming soon)

Elsevier Product Insights for Customers answers questions like:

- Which of your researchers' articles have the most ScienceDirect downloads?
- Has your institution been mentioned in the news?
- Who are your researchers collaborating with on publications?
- Which journals do your researchers use most often?
- How often have publications been downloaded?
- Which journal or book packages outside your licence are being requested?
- What is the usage of certain features of Elsevier solutions?

HOW TO GET ACCESS

Registration is easy. Every institution with a ScienceDirect or Scopus subscription should assign a product administrator, who will have access to the **admin tool**, where the settings of both products can be controlled. The licencing department for library generally holds this account. Not sure who that is at your location? **Our customer service desk** or your account manager will be happy to check.

The assigned administrator can create user accounts for **Elsevier Product Insights for Customers** using the admin tool. We recommend accepting email communication from us to keep current on new widgets and insights.

Administrators are considered 'super users', with special rights to create other user accounts (in the admin tool) and determine which widgets will be visible to users at the institution (via Elsevier Product Insights for Customers).

FREQUENTLY ASKED QUESTIONS

Why do I need to log in?

Our service provides institutional administrators with facts about how users have engaged with Elsevier products. This contains potentially sensitive information that some institutions feel could hurt them competitively if it were publicly accessible. Therefore, only the designated administrator and anyone assigned by them have access.

**Who is the designated administrator in my institution?**

Most administrators know that they have this role. **Our customer service desk** or your account manager will be happy to check for you. They can also advise how to become an administrator.

What do I do if I can't log in?

If you know you are the administrator for your institution but you can't log in to the admin tool, try changing your password in one of our products, for example **ScienceDirect**. Your login details are the same for all our products. Use your email address as the user name. Note that if you want or need to reset your password, we will have to send a verification email. Please ensure that you have accepted email communication from us in your settings.

I am not the administrator. A colleague invited me to see Elsevier Product Insights for Customers but I can't log in.

Reset your password **on the product page** itself. Please ensure that you have accepted email communication from us in your settings so that we can send a verification email. If that does not work, ask your administrator to repeat the process or contact **our helpdesk**.
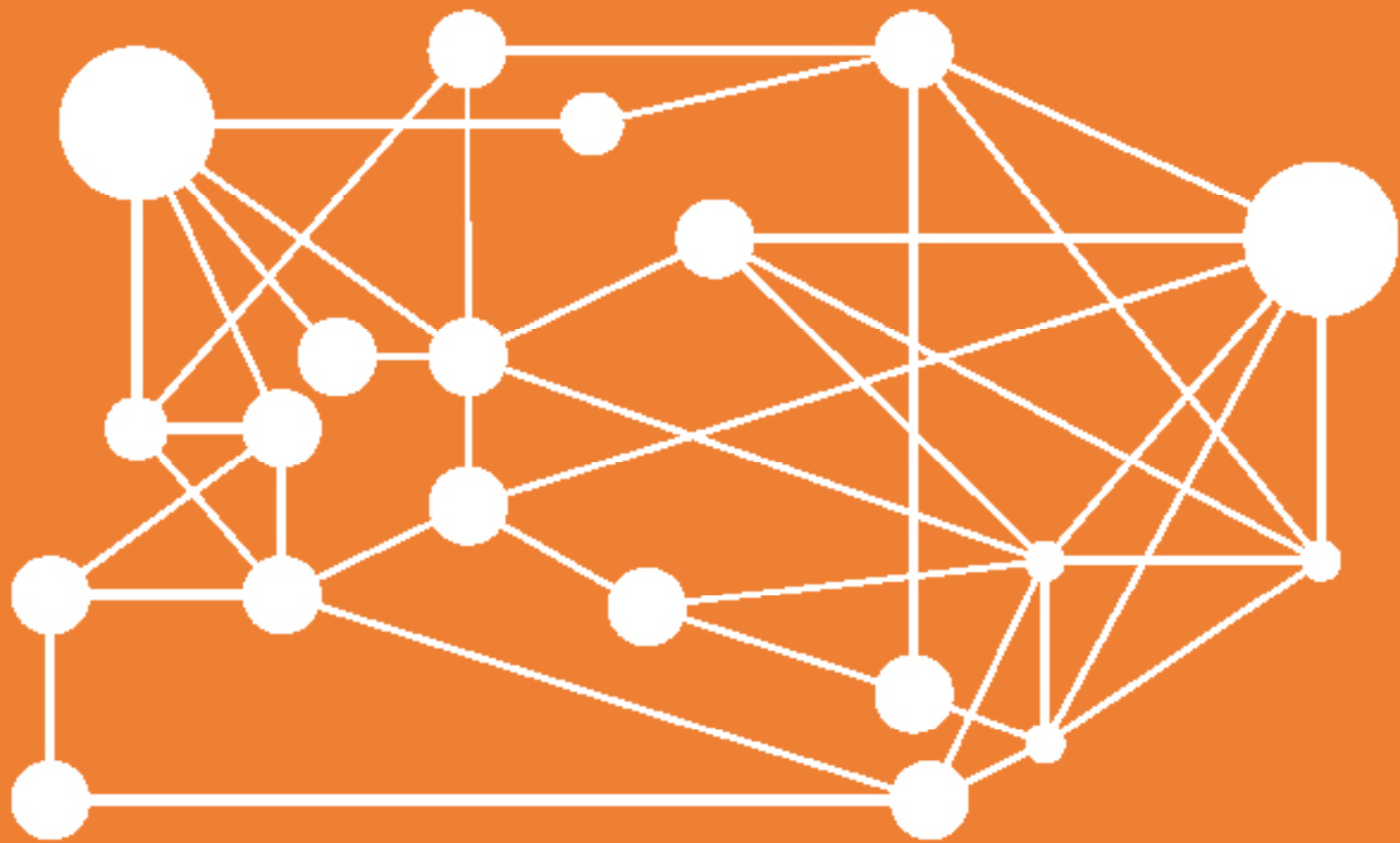
LEARN MORE

Discover Elsevier Product Insights for Customers at

e-pic.elsevier.com.

September 2016