

FAQs

Q: What is the URL to access the statistics?

A: The URL is <http://usagereports.elsevier.com/>

Q: Where can I obtain a username and password?

A: Please ask your account development manager (<http://contacts.elsevier.com/>) to set you up as an administrative user. This username will then give access to Scopus, the Admin Tool and the usage reports.

Q: How do I receive notification of the availability of updated reports?

A: All administrative users automatically receive an alert when the reports are updated.

Q: How often are the reports updated?

A: The report for the current month is usually available online approximately 2 weeks after the end of the month.

Q: How much data will be available in the reports?

A: The reports will contain a rolling 13 months of data. The COUNTER compliant reports will contain data for the current year-to-date and the full previous year.

Q: How will I know if I am looking at the correct data?

A: Every report will show the account name. If you are still unsure, then please contact your sales representative.

Q: Sometimes when I run a report, I see a message telling me that "This report does not show results because usage data for your Organization is not available!". What does this mean?

A: This message means that the particular feature that is reported on is not being used by users at your institution. If this message is returned for all reports, please contact your sales representative.

Q: How do I download the reports to programs like Excel or Access?

A: All reports can be downloaded to Excel or as a text file. You can export from the report list or after running a report. Click on the "Export" button for the report, or run the report first and then click on "Export".

Select the format of your choice and click "Execute". A separate window will open for Excel formats, which can then be saved to disk. The report will be saved directly for other formats.