

Knovel Account Administration FAQs

1. How do I become an account administrator? How do we add additional administrators?

Please contact Knovel Support to set up Administrators

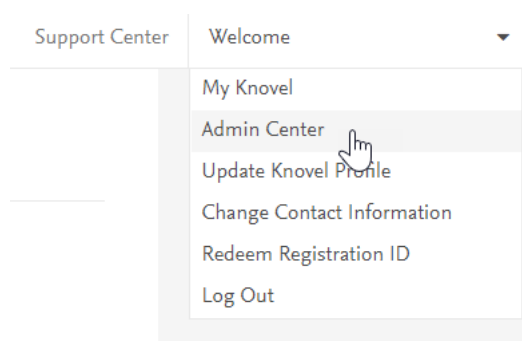
<https://service.elsevier.com/app/contact/supporthub/knovel/>

Note, when you first login with your new account you'll be asked to change your password.

2. Where is account administration located?

Admin Center can be accessed at <https://commander.knovel.com>

Or you can select it from the top right menu bar on Knovel.



3. How do users reset their password?

When a user is logging into Knovel via Elsevier Identity, there is an option to reset their Elsevier Identity password if they've forgotten.

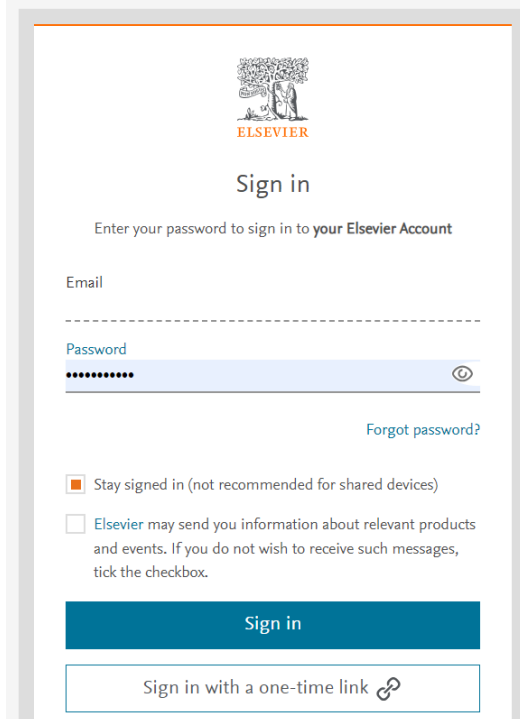
Customer administrators cannot change or reset a user password. If someone needs assistance, they should reach out to support at <https://service.elsevier.com/app/contact/supporthub/knovel/>

Support is available 24 hours a day, 7 days a week.

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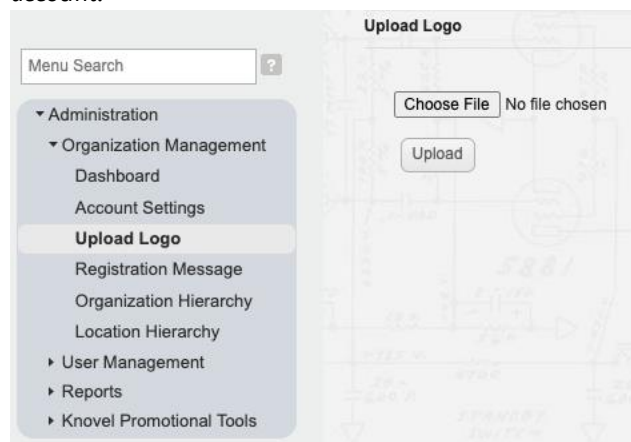


The image shows the Elsevier sign-in page. At the top is the Elsevier logo, which consists of a tree and a person, with the word "ELSEVIER" below it. Below the logo is the heading "Sign in". Underneath is the instruction "Enter your password to sign in to your Elsevier Account". There are two input fields: "Email" and "Password". The "Password" field has a blue bar and a "Forgot password?" link. Below the fields are two checkboxes: "Stay signed in (not recommended for shared devices)" and "Elsevier may send you information about relevant products and events. If you do not wish to receive such messages, tick the checkbox." At the bottom is a blue "Sign in" button and a link "Sign in with a one-time link" with a key icon.

4. Can I add or update my logo on Knovel?

Yes, and it can be placed on the homepage of Knovel to the right of the search bar.

Under Administration, click Organization Management then Update Logo. Click Choose File to find your logo on your computer. The logo must be a jpeg file that measures 60 x 180 pixels. Once you have chosen your logo, you can see a preview of the image. You may crop the image to the appropriate size or leave as is. Click Upload to place the logo on your Knovel account.



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5. What sort of reporting is available to me as an administrator?

A guide to available reports is available here,

https://app.knovel.com/static1/marketing_promo_toolkit/knovel_reports_glossary.pdf

You will have access to these reports, available in Excel format:

- **Monthly Activity Report** – This report shows the overall usage of your Subjects Areas in the last 12 months.
- **Monthly Usage Report** – This report shows the usages of each individual user by month for the past 24 months. It also shows any organization or location information you have provided to Knovel.
- **Registered User Report** – This report shows all (both active and inactive) users who have registered for your account including details on the date of registration and organization or location information (if supplied).
- **Resources Report** – This report provides a list of all content included in your current subscription. This is where you can also find a list of new content available on Knovel each month.
- **COUNTER Reports**

Report Name	Select Date	Excel	PDF
Monthly Activity Report	2024-06		
Monthly Usage Report	2024-06		
Counter Dr D1 Search And Item Usage (Release 5 unaudited)	2024-06		
Counter Dr D2 Database Access Denied (Release 5 unaudited)	2024-06		
Counter Pr P1 Platform Usage (Release 5 unaudited)	2024-06		
Counter Db1 - Record Views (Release 4)	2024-06		
Counter Db2 - Turnaways (Release 4)	2024-06		
Counter Pr1 - Total Searches (Release 4)	2024-06		
Pending Content Removals	2024-06		
My Subscription New Resources	2024-06		
Corrosion Activity Report	2024-06		
Registered User Report	2024-06-13		
Resources Reports	My Subscription - All Resources Download Resources Report for 2024-06-13		

8. Can I subscribe to reports and have them sent to me automatically?

Yes, under Administration/Reports/Monthly Report Settings you can add the email addresses you'd like the reports to be sent to and select which reports you'd like. You can also select if you'd prefer the reports as PDFs or Excel files.

Available reports are:

- **Monthly Activity Report**
- **Monthly Usage Report**
- **COUNTER Reports**
- **Pending Content Removals** – A report of any content that's flagged for future removal from the Knovel platform

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- **My Subscription: New Resources** – A report of content recently added to the Knovel platform

Monthly Report Settings

*Emails to send reports to:

Report File Type: PDF Report

Reports Name (Format)	Receive Report	Pii Version
Monthly Activity Report (Monthly_Activity_Report)	<input checked="" type="radio"/> Yes <input type="radio"/> No	
Monthly Usage Report (Monthly_Usage_Report)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>
Counter DB1 - Record Views (COUNTER_DB1_-_Record_Views)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Counter DB2 - Turnaways (COUNTER_DB2_-_Turnaways)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Counter Pr1 - Total Searches (COUNTER_PR1_-_Total_Searches)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Counter Dr D1 Search And Item Usage (COUNTER_DR_D1_Search_And_Item_Usage)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Counter Dr D2 Database Access Denied (COUNTER_DR_D2_Database_Access_Denied)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Counter PR P1 Platform Usage (COUNTER_PR_P1_Platform_Usage)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Pending Content Removals (Pending_Content_Removals)	<input checked="" type="radio"/> Yes <input type="radio"/> No	
My Subscription - New Resources (My_Subscription_New_Resources)	<input type="radio"/> Yes <input checked="" type="radio"/> No	

9. Can I create a list of all the titles in my subscription?

Yes, click Reports > View. Next to Resources Report, choose “My Subscription – All Resources” and click “Download Resources Report”. You will receive an email shortly with a link to a spreadsheet with all of the resources in your subscription including publisher and a link to each resource.

Resources Reports	My Subscription - All Resources
	Download Resources Report for 2024-06-13

10. How do I change the default search and browse view for my users?

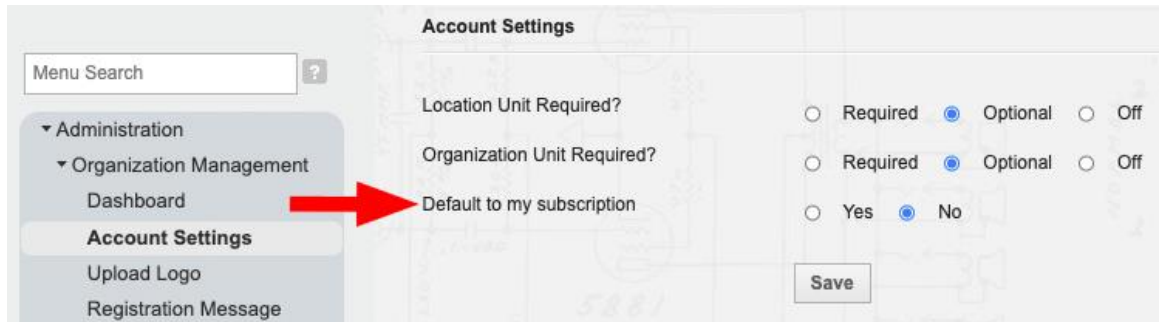
Under Organization Management > Account Settings, you may change the option next to *Default to My Subscription*. Choosing Yes means your users will only see the content to which you are subscribed. Choosing No means all content available on Knovel will be shown.

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11. How can I add my Knovel holdings records to my catalog?

- *OCLC/MARC records:*

Knovel works with OCLC to automatically add and maintain your knowledge base collection data. Get WorldCat records, holdings, and full-text links for content from Knovel,

https://service.elsevier.com/app/answers/detail/a_id/27837/supporthub/knovel/

https://help.oclc.org/Metadata_Services/WorldShare_Collection_Manager/Use_Collection_Manager_for_content_from_a_specific_provider/Providers_and_contacts_for_automatic_collection_loading/Elsevier_Knovel#How_to_request_automated_collection_loading

- *EBSCO EDS and Full Text Finder:*

Knovel works with EBSCO to automatically add and maintain your knowledge base collection data once the subscription details have been established in EDS or Full Text Finder:

https://connect.ebsco.com/s/article/EBSCO-Discovery-Service-Publisher-Guides?language=en_US

- *Ex Libris 360 Core, Summon and Primo:*

Knovel works with Ex Libris to automatically add and maintain your knowledge base collection data once the subscription details have been established 360 Core:

https://knowledge.exlibrisgroup.com/360_Services/360_Core_Client_Center/0Product_Documentation/The_e-Catalog/360_Core%3A_Adding_Databases_in_the_Client_Center

https://knowledge.exlibrisgroup.com/360_Services/360_Core_Client_Center/0Product_Documentation/360_Core%3A_Adding_Knovel_Databases

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12. What are the support hours?

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