Evolve: Managing and Troubleshooting Your Evolve Account, Username, and Password

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Updating Your Evolve Account Information Including Password

1. Start by visiting the Evolve site at https://evolve.elsevier.com and clicking Sign In located in the upper-right corner.
2. In the window that drops down, sign in with your **Username** or **Email Address** and **Password**. Click **Sign In**.

3. On the following page, click the **Account** icon located in the upper-right corner and click on **Account Settings**.
Updating Your Account Information

NOTE: To change your Password, skip to Changing Your Password below.

1. The Account Settings page appears.
2. Update any profile information in the About you section.
   
   NOTE: You cannot change your Username.
   
   NOTE: If you originally used a personal email address and want to update to an institutional email, copy the personal email to the Alternate email address field and enter the institutional email into the Email address and Confirm email address fields.

3. You must also enter or update the information in the My institution section. If you are unsure of something, try to enter as accurate of information as possible. The system will outline any necessary fields you missed in red if you try to continue to the next screen.
4. You can fill out the **Shipping** and **Billing address** fields if desired. If you enter information into this section, the system will outline any necessary fields you missed in red if you try to continue to the next screen.

5. Check whether you would like to receive relevant special offers and promotions from Elsevier Inc. and its affiliates.

6. Click **Continue >**.

7. You are now on your **My Evolve** page and are finished.

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### Changing Your Password

1. If you haven’t already, **Sign in**, click **Account** and **Account Settings** as indicated at the beginning of the document.

2. The **Account Settings** page appears. Click **Change Password** to the right of Account Settings.
3. The Change Password page appears. Enter your Current Password and enter and confirm your New Password. Click Submit.
   
   NOTE: Your password must be at least eight characters, and contain at least one number, one upper-case letter, and one lower-case letter.

![Change Password Form]

4. You will see a pop-up that says Password Successfully Changed! Click Ok to login again with your new password. You are finished.

![Password Successfully Changed]

### Troubleshooting Your Evolve Account

**If You Forgot Your Username and/or Password**

NOTE: Do not create a second Evolve account. Any items/settings in your original account would not transfer to the new one. If you created a second account by accident, contact the Help Desk at +1.800.222.9570 or at https://evolvesupport.elsevier.com for help with merging the two accounts together.
1. Start by visiting the Evolve site at https://evolve.elsevier.com and clicking Sign In located in the upper-right corner.

2. In the window that drops down, Click Forgot Username or Password?.

3. A pop-up appears. Enter your Username (or if you don’t know that, your Email Address), and click Submit.

4. You will be sent an email containing your username and a link to a secure web page where you can reset your password. If no email is received within ten minutes, check to ensure you are providing your correct username or email. If you cannot remember your username and your email or are having issues, contact the Help Desk at +1.800.222.9570 or at https://evolvesupport.elsevier.com.
5. Click the link in the email to go to a screen in which to enter and confirm your New Password. You cannot re-enter the password you used previously. Click Submit.

**NOTE:** Your password must be at least eight characters, and contain at least one number, one upper-case letter, and one lower-case letter.

6. You will see a pop-up saying your password has been reset successfully, with a hyperlink to take you back to the Evolve entrance page to log in. You are finished.

If the System Says an Account Already Exists with Your Email When Registering

Contact the Help Desk at +1.800.222.9570 or at https://evolvesupport.elsevier.com and provide your email so they can help retrieve the account.

If You Accidentally Create a Second Account

Your second account will not have any items/settings from your first account. Contact the Help Desk at +1.800.222.9570 or at https://evolvesupport.elsevier.com and provide the profile credentials for each so they can merge the two accounts.

If the System Says Your Account No Longer Exists

Contact the Help Desk at +1.800.222.9570 or at https://evolvesupport.elsevier.com and provide your profile credentials so they can reactivate the account if possible.

END OF GUIDE