

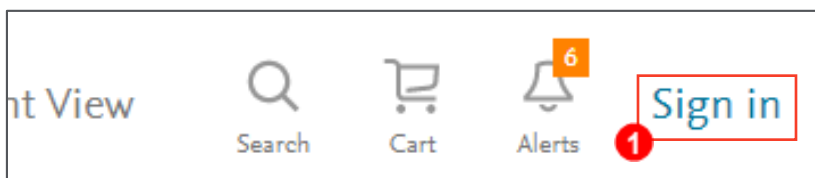
Evolve: Managing and Troubleshooting Your Evolve Account, Username, and Password

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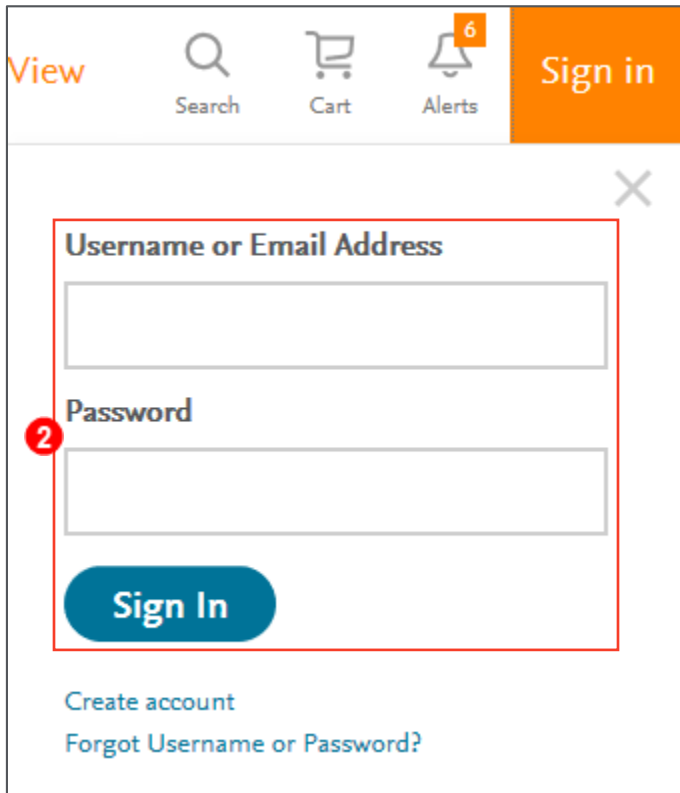
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Updating Your Evolve Account Information Including Password

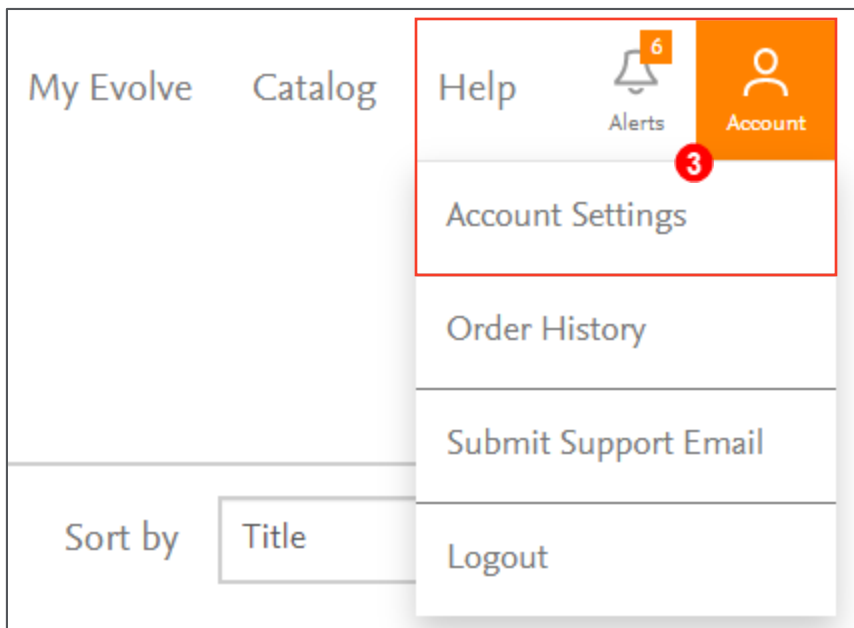
1. Start by visiting the Evolve site at <https://evolve.elsevier.com> and clicking **Sign In** located in the upper-right corner.



- In the window that drops down, sign in with your **Username** or **Email Address** and **Password**.
Click **Sign In**.



- 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.

1 Account Settings [Change password](#)

About you

Username

First name Last name

Email address Confirm email address

Alternate email address

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.

My institution

Institution country Institution state Institution city

Error: Institution country is required. Error: Institution state is required. Error: Institution city is required.

3 Institution name

Error: Institution name is required.

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.

Shipping address

Attention of (optional)

Shipping address

Apt, suite, building (optional)

Country

Billing address

Same as shipping address

Billing address

Apt, suite, building (optional)

Country

5. Check whether you would like to receive relevant special offers and promotions from Elsevier Inc. and its affiliates.
6. Click **Continue >**.

Stay connected

Be the first to know about new publications, products, and exclusive offers.

Yes! I wish to receive relevant special offers and promotions from Elsevier Inc. and its affiliates.

Continue >

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

Evolve®

My Evolve

My Content

You do not currently have any c

Changing Your Password

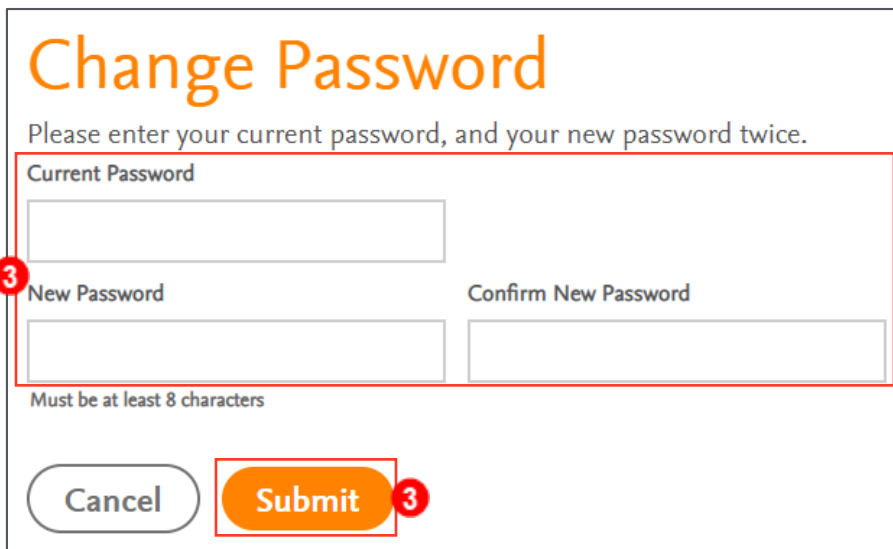
1. If you haven't already, **Sign in**, click **Account** and **Account Settings** as indicated at the beginning of the document.
2. The **Account Settings** page appears. Click **Change Password** to the right of Account Settings.

Account Settings

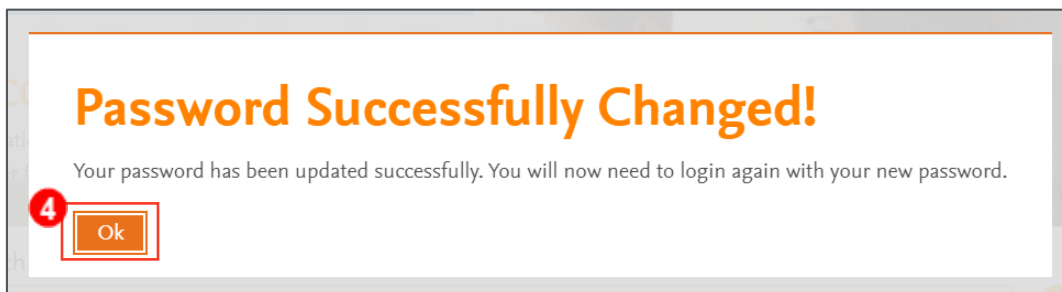
Change password

- 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.



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

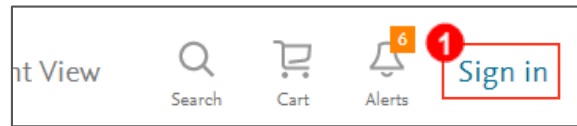


Troubleshooting Your Evolve Account

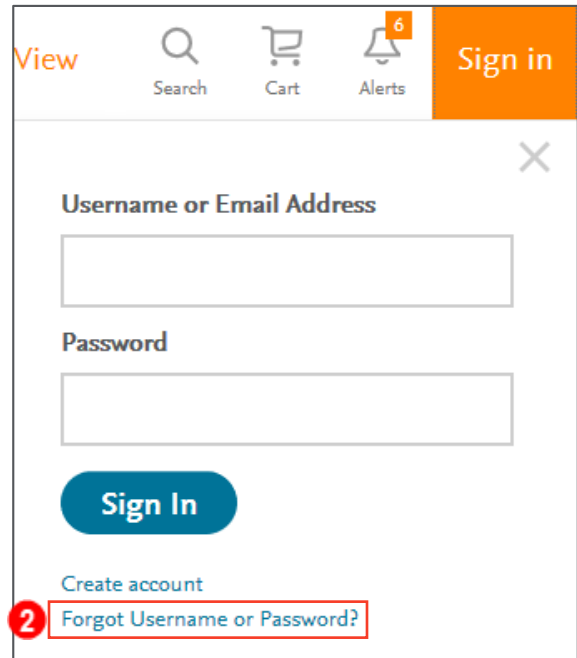
If You Forgot Your Username and/or Password

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.

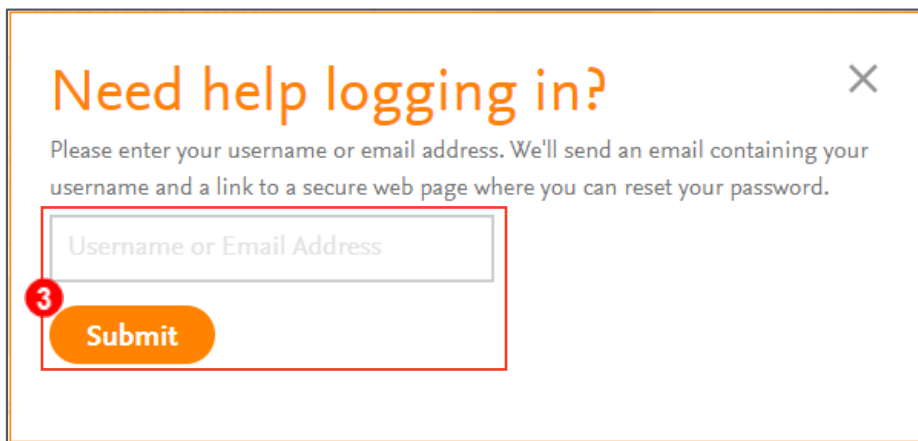
1. Start by visiting the Evolve site at <https://evolve.elsevier.com> and clicking **Sign In** located in the upper-right corner.



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

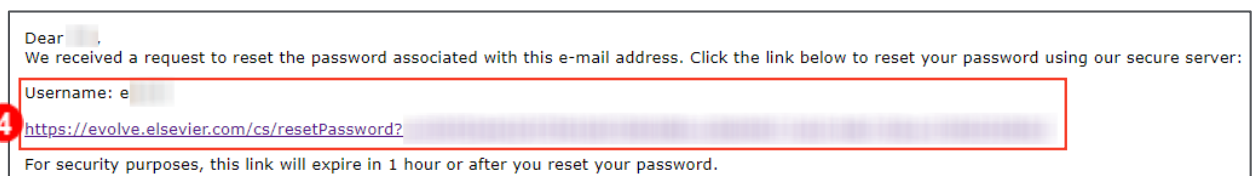


3. A pop-up appears. Enter your **Username** (or if you don't know that, your **Email Address**), and click **Submit**.



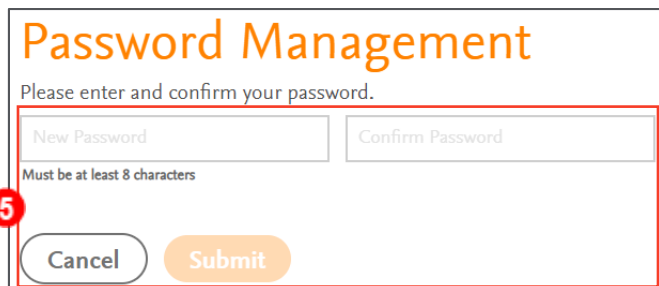
4. You will be sent an email containing your username and a link to a secure web page where you can reset your password. If no email is received within ten minutes, check to ensure you are providing your correct username or email. If you cannot remember your username *and* your email or are having issues, 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