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1 Overview

ClinicalKey is a clinical search engine that supports the clinical decision requirements of physicians, medical librarians, CMO/CMIOs, and healthcare professionals. It is fast, complete, convenient, and trusted. ClinicalKey Collections with Credits gives you access to specialty content along with the ability to explore the entire breadth of content within ClinicalKey when it is needed.

- **Fast**: ClinicalKey answers questions quickly because it thinks like a clinician, recognizing relevant clinical concepts as you type and offering shortcuts to critical answers.
- **Complete**: ClinicalKey is continuously updated, so it always offers the most complete and current collection of trusted content and multimedia across medical specialties.
- **Convenient**: At the patient’s bedside or on the go, ClinicalKey makes it easy to discover, share and apply clinical content in new ways.
- **Trusted**: Throughout their careers, healthcare professionals worldwide trust Elsevier’s content and technology to support better clinical decisions and improve patient outcomes.

1.1 Selecting the Best Internet Browser

ClinicalKey is supported across all major browsers: Chrome (Desktop, iOS, Android), Internet Explorer 8+, Firefox, and Safari (Desktop for Mac & iOS App).

**Note**: IE7 is also supported. Due to limitations within IE7, you may find aesthetic changes occur, however, you will have full functionality of ClinicalKey.

1.2 Mobile Access

ClinicalKey is mobile optimized, meaning it will adapt to the screen of any mobile device or tablet. Use your device’s internet browser to visit ClinicalKey and access content on the go.

1.3 Registering Your Account

You can register and use your ClinicalKey User Profile. After you register, you may personalize ClinicalKey by adding items to the Saved Content List, tracking Search History and using the Presentation Maker.

**To register your account:**

1. In your institutional network or IP range, go to www.ClinicalKey.com.
2. In the upper right corner of the Home Page, click Register. The ClinicalKey registration page opens.
1.4 Logging into ClinicalKey

After you register, you can login to ClinicalKey.

**To login to ClinicalKey:**

2. Enter your Username and Password.
3. Click Login. The Home Page opens.
   
   **Note:** You must be connected to your institution’s network to login to ClinicalKey.
4. To view administrator options, go to your personal Account Menu and select Manage Credits.

1.5 Logging Out of ClinicalKey

ClinicalKey automatically logs you out after 30 minutes of inactivity. You can also logout manually.

**To logout of ClinicalKey:**

- In the upper right corner of the Home Page, click Logout.

1.6 Username and Password

If you forgot your username, if the system does not recognize your email address, or if you are having any other problems accessing ClinicalKey, please contact customer support by clicking **Help & Feedback** at the bottom right of the ClinicalKey screen.

**To retrieve a forgotten password:**

2. In the upper right corner of the Home Page, click Login.
3. Click Forgotten your Username or Password?
   The Forgotten Username or Password page opens.
4. Enter your email address exactly as it is in your personal profile.
   ClinicalKey will send you an email with a link to reset your password.

**To change your password:**

1. Under your Account Menu, click Settings.
2. Select Change Password at the top of the page.
3. Fill in current password and then type in new password information.
4. Click Submit.
### 1.7 Admin Tools

Collections administrators have various tools to help them manage their Collections subscription. To view administrator options, go to your personal Account Menu and select Manage Credits. If you have questions about admin setup, please contact your sales representative.

**From the Manage Credits page you can:**

- Review Purchased and Remaining credits.
- Send an email request to purchase more credits.
- View Pending Transactions.
- View and change the Approval mode.
- View purchase History.

<table>
<thead>
<tr>
<th>Admin Page Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviewing Credits</td>
<td>Purchased and remaining credits are displayed near the top left side of the Manage Credits page.</td>
</tr>
<tr>
<td>Purchasing Additional Credits</td>
<td>To purchase additional credits, click the Purchase More Credits button. Complete the form provided and an email with your request will be sent to the sales team.</td>
</tr>
<tr>
<td>Viewing Pending Transactions</td>
<td>You can view pending requests from the Pending Transactions tab. If you are using the Review and Approval mode, you can accept or reject pending requests from this tab by looking under the Status column.</td>
</tr>
<tr>
<td>Accepting and Rejecting Requests</td>
<td>When using the Review and Approval mode, the administrator must approve or reject all incoming requests to apply credits. If a user requests content, a notification email will be sent to you. To accept or reject this request, go to the Manage Credits page, select accept or reject, and then an email notification will be sent to the requesting user.</td>
</tr>
<tr>
<td>Viewing and Changing the Credit Approval Mode</td>
<td>To change from Auto Approval mode or Review and Approval mode, click the Change Approval Mode button. Complete the request form and an email with your request will be sent to the sales team.</td>
</tr>
<tr>
<td>View Purchase History</td>
<td>To review credit purchase history, click the History tab.</td>
</tr>
</tbody>
</table>

**There are two credit approval modes for Collections:**

- **Auto Approve:** Requests to apply credits are honored as long as credits are available. Access to content is provided instantly to the requesting user. Credits are calculated and deducted from the account immediately.

- **Review and Approve:** All requests to apply credits require review and approval from the administrator before the requesting user is able to view and use requested content. Credits are calculated and deducted from the account upon approval by the administrator.

  **Note:** If there are multiple pending requests and not enough credits to fill all of them, the admin will need to determine which to fill and then purchase more credits to fill the remaining requests, or deny the remaining requests and advise the user. Admins will be sent an email when the credit balance reaches 10% of purchase and again at a zero balance.
1.8 Navigating the ClinicalKey Home Page

After you login to ClinicalKey, you are at the Home Page. From the Home Page and all ClinicalKey screens, you can search and browse. You can also use the personal account drop-down list to access your Saved Content, Presentations, Settings, and more. You can return to the Home Page from any ClinicalKey screen.

To return to the homepage:
- Click the ClinicalKey icon in the upper left-hand corner of any screen.
2 Searching on ClinicalKey

It all starts with a simple search. The ClinicalKey Search Bar is always available, so you can easily search for content at any time. There are many search options available to help you narrow your search. You can further refine your search results using filters (see Using Filters to Refine Search Results).

<table>
<thead>
<tr>
<th>Search Using</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full or partial words and phrases</td>
<td>You know or have an idea of what you are searching for, such as migraines.</td>
</tr>
<tr>
<td>Acronyms</td>
<td>You know the acronym and do not want to enter the full term. Example: Enter CHF and ClinicalKey displays results for congestive heart failure.</td>
</tr>
<tr>
<td>Author’s name</td>
<td>You know or have an idea of the author you are searching for.</td>
</tr>
<tr>
<td>Book or journal title</td>
<td>You know or have an idea of the book or journal title you are searching for.</td>
</tr>
<tr>
<td>NLM standard abbreviated journal reference</td>
<td>You know the citation information for a journal, for example: Am J Cardiol. 2011 Dec 1;108(11):1614-9</td>
</tr>
</tbody>
</table>

2.1 Searching with AutoSuggest

The Search Bar is always available, so you can search from any ClinicalKey screen.

To search ClinicalKey using AutoSuggest:

1. In the Search Bar, enter the first few letters of your search word/words, or use a search method from the table above. As you enter your search criteria, ClinicalKey’s AutoSuggest feature automatically displays a list of relevant search terms, suggestions, books and journals, and authors. As you keep entering criteria, AutoSuggest continually refines the list of search terms.

2. Click the best match. The system will take you to the Search Results Page, which lists search results in order of clinical relevance.
2.2 Topic Pages

ClinicalKey offers over 1,400 disease Topic Pages covering epidemiology, risk factors, clinical manifestations, treatments and more, as well as links to specialty specific answers and related drugs. Search for one of ClinicalKey’s Topic Pages to jump to its page and get a high level overview, with the option to dive deeper into content when needed.
2.3 Navigating the Search Results Page

Click to return to the Home Page

 Scoped Search: narrow search results from any page

Save, email, or print multiple selected results

Filters to narrow your results by:
Source Type
Specialties
Study Type
Date

Sort by: click to sort by Relevance or Date

Subscribed Content filters results to show only subscribed content

Multi-select option lets you select multiple results to save, email, or print

Tip: Even if you make a typo in the Search Bar, when you press Enter, ClinicalKey predicts what you are searching for and suggests possible matches.

2.4 Viewing Search Results

After you perform a search and narrow down your results, the Search Results Page shows the most clinically relevant results for your search. If you did not filter your search results, the default search results show all study types, all specialties, all source types and all publication dates.
2.5 Using Filters to Refine Search Results

After you perform a search, on the top of the Search Results Page you can refine your search results by Source Type, Specialty, Study Type, Date and Subscribed Content. The relevance and date Sort By options let you sort results according to your preference.

To refine your search results by Source Type:
- In the Source Type list click one or more source types in which you are interested. The search results show only the selected source types.

ClinicalKey includes 12 types of content:

<table>
<thead>
<tr>
<th>Books</th>
<th>Images</th>
<th>Procedures Consult</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Trials</td>
<td>Full Text Articles</td>
<td>Guidelines</td>
</tr>
<tr>
<td>Drug Monographs</td>
<td>MEDLINE</td>
<td>Videos</td>
</tr>
<tr>
<td>First Consult</td>
<td>Patient Education</td>
<td>The Clinics of North America</td>
</tr>
</tbody>
</table>

To refine your search by Specialty:
The left panel includes the most relevant specialties for your search criteria.
- In the Specialty list click the drop-down arrow, select one or more boxes next to the medical specialties in which you are interested. The search results show only content for the selected specialties.

To refine your search results by Study Type:
- In the Study Type list click one or more studies in which you are interested. The search results show only the selected study types.

ClinicalKey includes 4 types of study:

<table>
<thead>
<tr>
<th>Systematic Reviews</th>
<th>Randomized Control Trials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meta Analysis</td>
<td>Narrative Review</td>
</tr>
</tbody>
</table>

To refine your search results by Date:
- In the Date list click one or more publication time frames in which you are interested. The search results show only the selected date ranges.

| Last 6 months | Last 12 months | Last 18 months | Last 2 years | Last 5 years |
|---------------|---------------|---------------|--------------|--------------|--------------|
|               |               |               |              |              |              |

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Edition 2.0

ELSEVIER
To refine results by Subscribed Content:
- When selected, the Subscribed Content filter will refine the search result lists to show a user only the content items to which they have access. If not selected, the user will see all content in the results list, and lock icons will be next to items for which they do not have access.

To remove a filter: Click the X next to the filters you wish to remove.

2.6 Using Scoped Search to Refine Search Results

Use Scoped Search when you know the specific content type you would like to search. The search bar is available from any screen, so you can use Scoped Search at any time.

To search using Scoped Search:
1. From the search bar, select the All drop-down menu.
   A list of searchable content types displays.
2. Select the content type you want to search and ClinicalKey displays the selected type.
3. Enter a term in the search box and run a search.
   ClinicalKey returns search results only for the selected content type.
4. Scoped Search can also be accessed from the book and journal Content Reader to narrow a search within a book, book chapter, journal, journal issue, or full text article.
2.7 Search History

When logged in, ClinicalKey tracks your Search History so you can easily and quickly run a previous search. Each time you open a saved search, ClinicalKey automatically refreshes the page and displays a list of the most recent and relevant results.

To view Search History:
1. Go to Search History under your account menu.
2. View search history.
3. Click a past search term to run the search again and see current search results.

To remove Search History:
1. View your Saved History.
2. Hover over the search term you want to remove.
3. Click the trash icon to remove the search from your search history.
   **Tip:** You can also select Clear All History to clear all past searches.

To save a search from Search History:
1. View your Search History.
2. Hover over the search term you want to save.
3. Click the star icon to save a search to your Saved Searches.

To remove a search from Saved Searches:
1. View your Search History and click the Saved Searches tab.
2. Hover over the search term you want to remove.
3. Click the trash icon to remove a search to your Saved Searches.
3 Reading Content on ClinicalKey

After you select content on the Search Results Page, you can display and read it in the Content Reader. The Content Reader is the same for all content types.

3.1 Selecting Content

To select content to read:

- From the Search Results Page, click the title of your desired search result. The Content Reader opens to display the content.
  
  **Note:** If you select a title with a lock next to it, you will be prompted to request access to that content.

3.2 Navigating the Content Reader

To read material on the Content Reader:

- From the Content Outline along the left, click a topic to jump to that section in the content. You can also use the Outline drop-down menu.
  
  **Note:** If the content does not have an outline, you can scroll to move through the material.
3.3 Accessing Content Outside of Collections

Content that is not included in your ClinicalKey Collections subscription will display on the search results page with a lock icon next to it. When a user clicks the title of that content, they will be taken to the Content Reader and prompted to request access from the Account Administrator.

**Note:** Users must be logged in to a user profile to apply credits and receive access to content outside of the Collections subscription.

**Requesting content outside of the purchased ClinicalKey Collection:**

- Depending on the credit approval method, the following will happen when a user clicks the Request Access link:
  1. **Auto Approve:** The user submits their access request, triggering the system to process the request and look up the credit balance. If credits are available, ClinicalKey will display the content along with a confirmation message. If credits are unavailable, the user will be prompted to contact their ClinicalKey Collections administrator.
  2. **Review and Approve:** The user submits their access request and ClinicalKey displays messaging that their request has been submitted for review. The admin receives a notification email, and is prompted to login to ClinicalKey to accept or deny the request for content.
     - If the request is accepted, the user will receive an email advising them that their request has been approved.
     - If the request is rejected, the user will receive an email notifying them that their request was denied.

**Viewing content outside of the purchased Collection:**

- Once a user’s request to view content outside of the Collections package is approved, there are different ways to access content:
  1. Through the **Auto Approve** method, after a user clicks the Request Access link and there are sufficient credits, the user can view the content immediately in the Content Reader.
  2. Through the **Review and Approve** method, after a user’s request is approved by the administrator they will receive an email notifying them of the approval, along with a link to view the content. Clicking the link will direct the user to the ClinicalKey Content Reader and will display the requested content.

**Note:** Users have access to content for 24 hours following their initial download or view.

Access to licensed content is available to the user who applied the credits and only that user.
### 3.4 Saving Content

You can save content in ClinicalKey to the **Saved Content** list and then access it at a later time. Use Tags to categorize and organize content for quick access when you need it.

**To save content:**

1. From the Search Results Page, click the Save icon next to the content you want to save.
   
   **Note:** To select multiple pieces of content, click the multi-select box, choose the items you want to save, then click the Save icon.
   
   The tagging window opens.

2. Add tags by selecting a term from the Add Tag drop-down menu. Or create a new tag by clicking New Tag. Click Done when you’re finished tagging.

3. Content is added to the Saved Content list.

   **Tip:** You can also save any article from the Content Reader.

**To access content from the Saved Content list:**

1. Click the Saved Content option under your account menu.
   The Saved Content page opens.

2. Click the title of the content you want to access.
   The content opens in the Content Reader.

   **Tip:** Clicking a tag(s) shows only the content with that tag. Clicking a tag again will deselect it.

3. If content accessed using Credits is saved, you will have access to that content for 24 hours following your initial download or view. After that time, the content will display in the Saved Content list with a lock icon next to them and you will need to request access to the content again.

**To remove articles from the Saved Content List:**

1. Click the Saved Content option under your account menu.
   The Saved Content page opens.

2. Hover over the article you want to remove.

3. Click the trash icon to remove the article.

4. A pop-up confirms the article has been removed. Click the Undo button if you’d like to undo the action.
3.5 Earning CME Credit

ClinicalKey offers free CME credit provided by the Cleveland Clinic Center for Continuing Education. Users may earn 0.5 AMA PRA Category 1 Credit for each search conducted through ClinicalKey.

To earn CME:

1. Perform a search in ClinicalKey to answer a clinical question.
2. Access full text articles, books, or First Consult content to find an answer.
3. Save the citations for completing the registration process.
4. Click the CME icon at the top of a full text article, book, or First Consult result.
5. A new window will open to the Cleveland Clinic Center for Continuing Education site.
6. Complete the form and submit to obtain AMA PRA Category 1 Credit.

Note: Users will need to be logged in and have an account with the Cleveland Clinic Center for Continuing Education to earn credits. To set up an account through the Cleveland Clinic, see the instructions on the CME page, accessed through the More drop-down menu.

3.6 Sharing ClinicalKey Handouts with Patients

You may share Patient Education handouts with patients for personal, noncommercial use. You can share information by printing it and giving patients a hard copy or by downloading it as a PDF. ClinicalKey also lets you personalize Patient Education handouts and include comments.

To customize Patient Education handouts:

1. Display the Patient Education handout you want to customize.
2. Click the Print button.
3. Add special instructions using the text box. Use the formatting tools to bold, italicize, or underline text.
4. Include contact information using the form available. Add additional contacts as necessary.
5. Adjust the text size by clicking the selection next to the small, medium, and large options.
3.7 Printing, Downloading, and Emailing Content from ClinicalKey

You can print any content on ClinicalKey and download any material that has a PDF icon. You may print or download content from the site for your own personal, noncommercial use, provided you keep intact all copyright and other proprietary notices. **You may not engage in systematic retrieval of content from the site to create or compile, directly or indirectly, a collection, compilation, database, or directory without prior written permission from Elsevier.**

**To print content from the Content Reader:**
1. Display the content you want to print in the Content Reader.
2. Click the print icon
   The Print Preview screen opens.
   **Tip:** Always use the ClinicalKey print icon to print your content. Other methods of printing can produce blank pages.
3. On the left, select printing options, such as range of pages and number of copies.
4. Click Print.

**To download PDF content from the Content Reader:**
1. To download a PDF there must be a PDF icon to the right of the title in the Search Results Page or in the Content Reader.
2. From the Search Results Page, click the title of the PDF content you want to download.
   The content opens in the Content Reader.
3. Click the PDF icon to download the content.
4. Save the PDF using your browser.
   **Tip:** You can download content directly from the Search Results Page by clicking the PDF icon next to a title.

**To email content from ClinicalKey:**
1. Display the content you want to email in the Content Reader center panel.
   Click the email icon. An Email Citations window opens.
   **Tip:** You can print content directly from the Search Results Page by clicking the print icon next to a result.
2. Enter the recipient’s email address, and an optional message.
   ClinicalKey automatically attaches the selected content to the email.
3. Click Send.
   A message indicates your email was sent successfully.

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**FULL TEXT ARTICLE**
Management of pericarditis and myocarditis: Could heart-rate-reducing drugs hold a promise?  
*Archives of Cardiovascular Diseases.*
Rouille, François; Toumoux, François; Rouille, Camille... Show all. Published December 1, 2013. Volume 105, Issue 12, Pages 672-679. Revised December 2, 2013. © 2013.
3.8 Citations

You need to cite all articles and books from ClinicalKey according to the *American Medical Association Manual of Style*, 10th Edition (http://www.amamanualofstyle.com).

In citations for drug monographs, images, and patient education materials, include the copyright holder, the title of the material, a reference to ClinicalKey with the appropriate website address, and the date you viewed the material.

In citations for material original to First Consult, include the title of the material, the type of article, a reference to ClinicalKey with the appropriate website address, and the date you posted and viewed the material.

4 Creating Presentations from ClinicalKey

You can use the Presentation Maker to share the latest medical and surgical information with colleagues and care teams by exporting text and images to PowerPoint. ClinicalKey lets you build, name and manage as many presentations as you’d like.

4.1 Using the Presentation Maker

**To add images to the Presentation Maker:**

1. From the Search Results Page, click the Add to Presentation to the right of the images you want to add to the Presentation Maker.
   The Add to Presentation window opens.
   **Tip:** You can add multiple images at a time by turning on the Multi-Select option and selecting the check boxes to the right of the images you want to add. Then click the Add to Presentation icon at the top right of Search Results Page.
2. Select the presentation you want to add images to, or click Create New Presentation to start a new presentation.
3. Click Save to add your images to the selected presentation. You can also select the Save and go to Presentations page link to go directly to the presentations page and view your content.
To view images in the Presentations:
1. Click the Presentations option under your account menu.
   The Presentation Maker page opens.
2. View the images in each presentation by clicking the presentation name.

To remove images from the Presentations:
1. Click the Presentations option under your account menu.
   The Presentation Maker page opens.
2. View the images in each presentation by clicking the presentation name.
3. Click the image you want to remove.
   The image preview window opens.
4. Click the trash icon to remove the image.
   Click the Undo button if you’d like to undo the action.

4.2 Creating a Presentation for PowerPoint or Keynote
You can share images from ClinicalKey by creating a PowerPoint or Keynote presentation with them.

To create a PowerPoint or Keynote presentation with ClinicalKey images:
1. Add all the images you want for your presentation to the ClinicalKey Presentation Maker. See Using the Presentation Maker.
2. Open the Presentation Maker. Select the preferred presentation under My Presentations.
3. If images accessed using Credits are saved, you will have access to those images for 24 hours following your initial download or view. After that time, the images will display on the Presentation Maker page with a lock icon next to it and they will not export into presentations. You will need to request access to the content again.
4. Click the Export button.
5. ClinicalKey downloads the presentation file.
6. View your presentation in PowerPoint, Keynote, or other application that supports PowerPoint files.

4.3 Citations
The Presentation Maker will automatically insert citations.

4.4 Permissions
Authorized users of ClinicalKey have permission to use content from the site in presentations for noncommercial use. You must keep intact all copyright and other proprietary notices.
5 Browsing in ClinicalKey

Rather than searching for specific content, you can browse through ClinicalKey’s extensive collection of journals, books, practice guidelines, patient education, drug information, and multimedia. The ClinicalKey Browse Menu is always available. This section describes how to browse journals, books, images, and videos.

To select the type of content to browse:

- On the menu bar, click Books, Journals, or the More menu to browse.

Users always see all ClinicalKey content in both Search and Browse modes unless and until the Subscribed Content filter is turned on. When the Subscribed Content filter is used, it will refine results to show a user only the content items to which they have access.
5.1 Browsing Books

To browse books:

1. Click Books on the menu bar.
   The Browse Books screen opens with a complete list of books in ClinicalKey, in alphabetical order by name.

2. To narrow down the list of books, you can do the following:
   - In the search box, type part or all of a book title.
   - Filter by specialty using the Specialties drop-down menu.

3. Click a book title.
   The table of contents opens.

4. Click a chapter title.

5. Scroll through the chapter by clicking topics in the outline or using the scroll bar.
5.2 Browsing Journals

To browse journal articles:

1. Click Journals on the menu bar.
   The Browse Journals screen opens with a complete list of journals in ClinicalKey, in alphabetical order by name.

2. To narrow down the list of journals, you can do the following:
   - In the search box, type part or all of a journal title.
   - Filter by specialty using the Specialties drop-down menu.

3. Click a journal title.
   The journal volumes page opens, displaying the journal by year and volume number. Click a volume and a drop-down menu lists the issues within each volume.

4. Click an issue.
   The table of contents for that journal issue opens.
   **Tip:** For updates on a journal, click the RSS feed button to subscribe to an RSS feed of updates.

5. Click an article title.
   The article opens in the Content Reader.

6. Scroll through the article by clicking topics in the outline or using the scroll bar.
5.3 Browsing Multimedia

To browse images and videos:

1. Click Multimedia under the More drop-down menu. The Browse Multimedia screen opens.

2. To narrow down the list of images and videos, you can do the following:
   - In the search box, type part or all of an image title.
   - Filter by media type or specialty using the filter drop-down menus.

3. Click an image.
   An Image Preview screen opens with links to the image and citations.
   Click X in the upper right corner of the image preview to close it.

4. Click a video.
   A Video Preview screen opens where you can run the video, get links to the video, or citation information.
6 Account Maintenance

To view the ClinicalKey Privacy Policy, Registered User Agreement, and Terms and Conditions:
1. Click the following links: Privacy Policy, Registered User Agreement, and Terms and Conditions
2. Click the links in the footer bar of any ClinicalKey page.

6.1 Contacting Customer Support

A link to customer support appears at the bottom left of every ClinicalKey screen. Please note that customer service hours vary by country.

To contact customer support:
- Click Contact Us at the bottom of the screen.

<table>
<thead>
<tr>
<th>Institutional Support – Americas (United States, Canada, Central America, and South America)</th>
<th>Institutional Support – Europe, Middle East, and Africa</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-mail: <a href="mailto:usinfo@elsevier.com">usinfo@elsevier.com</a></td>
<td>e-mail: <a href="mailto:nlinfo@elsevier.com">nlinfo@elsevier.com</a></td>
</tr>
<tr>
<td>e-mail for Spanish customers: <a href="mailto:brinfo@elsevier.com">brinfo@elsevier.com</a></td>
<td>e-mail for Spanish customers: <a href="mailto:brinfo@elsevier.com">brinfo@elsevier.com</a></td>
</tr>
<tr>
<td>telephone US toll-free: +1 (888) 615-4500</td>
<td>telephone: +31 (0) 20 485-3767</td>
</tr>
<tr>
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