Why?

Creating your profile gives you the ability to organise resources by **saving them to lists**, and **save searches** to return to in the future. There are also some collection-specific benefits to creating a profile:

- You will need a profile to **access teaching notes** if you're teaching with **$SAGE businesscases**
- You can **save your self-assessment results** if you're using **$SAGE skills**
- You can **save custom video clips** if you're using **$SAGE video**

How?

1 Make sure you access your *SAGE Knowledge* collection from your institution's **library website**. You'll usually find it via the A-Z listing of databases, or sometimes using the main search bar. You'll usually need to enter your university credentials to log on to the database.
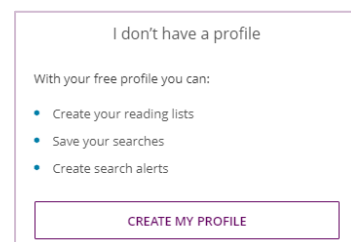
We recommend contacting your library at this stage if you need help finding your institution's listing for the database you're looking for.

2 At the top-right of the platform, check that you can see either your institution's name or logo: this confirms that you're correctly authenticated onto the database (which means you can access all the right content).

3 To the left of your institution's name or logo, click the **My Profile** button. Click the **Create my profile** button in the middle of the pop-up window:

> I don't have a profile
>
> With your free profile you can:
> - Create your reading lists
> - Save your searches
> - Create search alerts
>
> **CREATE MY PROFILE**

4 Complete the required fields in the form, and then click the purple **Save** button at the bottom of the page. You'll know you're logged in when you see your name at the top-right of the screen. Simply click on your name to access your lists and saved searches!

Tip! You can use either your personal or institutional email address to create your profile: it's completely your choice.

Common questions and issues

Don't worry if you run into problems when creating your profile on *SAGE Knowledge*! Here are solutions to the most common issues.

If you still need help, please <u>email our Online Support team</u> with a description of the problem, and a screenshot showing any key screens.

I can't see the Create Profile button.

You need to be correctly authenticated through your institution in order for the Create Profile button to display. Close the tab and go to your library catalogue, to find and access your chosen database that way. You should see your institution's name or logo at the top-right of the *SAGE Knowledge* screen.

Contact your library if you can't find your chosen database listed in the catalogue.

I get an error message saying 'Invalid email address entered'.

This suggests you already have a profile registered with the email address you used. Profiles are shared with our *SAGE Research Methods* site, so you may have a profile there. We recommend clicking the My Profile button at the top-right of the screen, and selecting the Forgotten your password? link in the pop-up window. You can enter your email address to reset your password.

Alternatively, you can create a new profile with a different email address, by following the steps listed on the previous page.

It hasn't worked but I don't see an error message.

Sometimes it's not that obvious that your profile has been created! Look at the top-right of the screen: if you see a link showing your name, then it has worked: your profile is ready and you're logged in! Click on your name, and then View my profile, to access your lists and searches, any time you're on the platform.