

## Frequently Asked Questions:

### HealthAdvance Journals Smartphone and iPad App

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#### 1. Where can I find the HealthAdvance Journals app for smartphone and iPad?

The Health Advance Journals smartphone and iPad app contains the *EJSO* and over 500 other medical and health science journals published by Elsevier. The app can be found in either the iTunes App store (for the iPhone) or Google Play (formerly the Android Market) by following these links, respectively:



[iTunes for Apple Devices](#)



[Google Play for Android devices](#)

#### 2. Why can't I find the app under the journal name when I search?

SEO (search engine optimization) limitations do not allow this. You can find the app by searching for HealthAdvance or Elsevier but using the direct links above is the easiest way to locate the app.

#### 3. After I download the app, what content will I be able to access?

- A **registered subscriber with log-in credentials (a BASO ~ ACS member or an individual subscriber)** has access to all tables of contents and abstracts and has full-text access to the *EJSO*. You will also be able to save articles for future reference or email them to yourself or a colleague.
- A **registered user without a subscription** to the *EJSO* has access to tables of contents and abstracts from both journals, and those of 500+ other journal titles.
- An **unregistered guest user** has access to the tables of contents from all 500 journals.

#### 4. I'm a member of BASO ~ ACS. How do I claim access to the *EJSO* through my smartphone and iPad?

As a member of BASO ~ ACS, you need to register and activate your subscription to the *EJSO* via the journal's website **before** you can access the *EJSO* via the HealthAdvance app. You will receive your log in credentials to the new smartphone and iPad app so you may enjoy its full capabilities, including personalization features and full-text access to the journal.

- Go to [www.ejsso.com](http://www.ejsso.com) and, in the banner at the top right of the page, click on **Register**, then **Register and Activate Your Subscription**.
- Enter your email address, select **Register a New Account**, and click **Continue**.

- At the Register a New Account page, provide a password and the requested profile information (**your e-mail address and password will be your new log in credentials for your smartphone and iPad apps**).
- Select that you have read the **Terms of Use** and click **Register**.
- You are now a Registered User with a user name (e-mail address) and password. On the Log in page, click the link near the bottom of the page, **"Claim online access to full text articles."**
- You may now claim your subscriber access. On the Claim Your Online Access page, click the option, **"I receive my subscription through a society membership."** Select 'BASO/ABS' from the drop down menu and enter your BASO ~ ACS membership number and last name. Click **Claim**.
- On the Online Access Claimed page, click either the journal title link or finish link; both links will direct you to the journal home page.

## 5. Log in Notes:

- **Online:** When returning to **www.ejso.com**, log in with your username (email address) and password to access the full text online.
- **Smartphone and iPad Apps:** After you have downloaded the app to your smartphone and/or your iPad, open it and you will come to the Home page. Select **"I have an account."** Enter your email address and password – remember to touch the **'Automatically login'** check box so it remembers you next time, then touch 'Log in'. You're now ready to enjoy full access to the *EJSO* on your phone and/your iPad.
- Still have questions or need help? Please contact Customer Support at [JournalsOnlineSupport-usa@elsevier.com](mailto:JournalsOnlineSupport-usa@elsevier.com) or call 800-654-2452 (US and Canada); or [eurosupport@Elsevier.com](mailto:eurosupport@Elsevier.com) +44 (0) 1865-843177 (Europe).