

**Users who are unable to access ScienceDirect via the referring URL must perform the below troubleshooting steps:**

**1.** Optimize the browser by clearing cache and cookies and deleting temporary internet files. They may click this link for the clearing cache and cookies instructions:

[https://service.elsevier.com/app/answers/detail/a\\_id/5117/track/BvMLjQgzDv8Y~WosGi0a~yKc3l8qnS75Mv9a~zj~PP\\_T](https://service.elsevier.com/app/answers/detail/a_id/5117/track/BvMLjQgzDv8Y~WosGi0a~yKc3l8qnS75Mv9a~zj~PP_T)

**2.** Switch to a different browser (Microsoft Edge, Google Chrome, Mozilla Firefox).

**3.** Attempt to access the website via "New InPrivate window" (Microsoft Edge) or "Incognito Mode" (Google Chrome)

**If the above troubleshooting steps did not work, kindly provide us the information needed below to further investigate the issue at [usinfo@elsevier.com](mailto:usinfo@elsevier.com):**

**1.** Exact message that they are seeing. It would be better if they can attach a full desktop screen shot including the URL in the address bar.

**2.** Screenshots of the complete step by step process that they are doing, prior to getting the message.