



## Why?

Creating your profile gives you the ability to **save resources**, organise them into **useful lists**, and **save searches** to return to in the future. You can also create **custom video clips** and save them to your profile: it's a great first step to using the platform.

## How?

1

Make sure you access *SAGE Research Methods* 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 *SAGE Research Methods*.

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 green **Profile** button. Click the **Create Profile** button at the bottom of the pop-up window:

**Don't have a profile?**

**Create Profile**

4

Complete the required fields in the form, and then click the green **Save** button at the bottom of the page. You'll know you're logged in when you see **Logged in: My Profile** at the top-right of the screen. Simply click **My Profile** 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 Research Methods*! Here are solutions to the most common issues.

If you still need help, please [email our Online Support team](#) 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 the database that way. You should see your institution's name or logo at the top-right of the *SAGE Research Methods* screen.

Contact your library if you can't find their listing for *SAGE Research Methods*.

### I get an error message saying another user exists with this email address.

This suggests you already have a profile registered with the email address you used. Profiles are shared with our *SAGE Knowledge* site, so you may have a profile there. We recommend clicking the **Login: Profile** button at the top-right of the screen, and selecting the [Forgot your login information?](#) 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 that says **Logged in: My Profile** then it has worked: your profile is ready and you're logged in! Click **My Profile** to access your Reading Lists and Saved Searches, any time you're on the platform.