

## HEAL-Link / Elsevier Webinar: ScienceDirect AI – FAQs

### Access & Availability

**Is ScienceDirect AI free?** SDAI is accessed via a paid subscription. HEAL-Link have a subscription with Elsevier to access SDAI and HEAL-Link members can access SDAI for free.

**Can I access it through my university?** If your university is a HEAL-Link member, then yes, you can access it as you would all your other Elsevier solutions using your Elsevier credentials to sign in in the usual way.

**Can students use it?** Yes, it's available for everyone to use if you have access via HEAL-Link.

**Do I need VPN or a university login?** You can access it as you would with all your other Elsevier solutions using your Elsevier credentials to sign in in the usual way. There are three simple ways to access ScienceDirect AI: visit [www.sciencedirect.com/ai](http://www.sciencedirect.com/ai), or look for the ScienceDirect AI in the header of ScienceDirect, or use the floating AI widget on the bottom left side of the screen.

### Content Coverage

**Does SDAI only use Elsevier content?** ScienceDirect AI includes approximately 14 million peer-reviewed research articles and book chapters, quickly generating summaries and extracting key findings, while including references to ensure transparency. From Elsevier: 12.5M full-text documents (subscription and open access) from ScienceDirect, of which more than 1M book chapters. From other publishers: 1.5M additional full-text documents which are open access and under a CC-BY license, published in Scopus-indexed journals

**Does it analyze full text or only abstracts?** It analyses full text available in Science Direct, as noted above. However, when you have access to LEAPSPACE, you will be able to access Scopus abstracts as well.

**Does it include open access materials or older articles?** Yes (see 2.1 above). The oldest document in the index is from 1935, where it is available in XML format, but most documents are from 1995 onwards. Additionally, ScienceDirect AI gives a slight preference to newer articles over older when retrieving content to summarize due to user preference for more recent insights.

### Technology & Models

**Which AI model is used?** ScienceDirect employs vector search for retrieval of relevant insights from the ScienceDirect AI corpus and uses secure, enterprise versions of some of the most advanced Large Language Models (LLMs) to analyze, synthesize and summarize user inputs and system responses. The development of ScienceDirect AI is guided by the [Elsevier Responsible AI Principles](#).

**How current is the model?** We are constantly following the latest model developments, testing new models as they become available, and we update our system whenever we find new models provide better quality outcomes.

**Does SDAI use DOIs for traceability?** We provide DOI links for all references in the side panel, to allow users to quickly view the full text of a reference they're interested in (provided they have access to that full text through their institution).

## Reliability & Limitations

**Does the AI hallucinate?** The prompt engineering that guides our large language models (LLMs) has been designed to be strict, with clear instructions and scope. For example, the response that ScienceDirect AI generates must match the intent of your query. If the AI does not find relevant information in ScienceDirect, the user should be informed. And when ScienceDirect AI does make a claim or assertion, a reference to source text is always required. ScienceDirect AI responses are also regularly tested against two rigorous evaluation frameworks. Together, these factors reduce the risk of hallucinations, and we continue to work on developments to further limit those risks.

**Does SDAI highlight conflicting findings?** It does not actively highlight conflicting findings but it will take into account all the various viewpoints on a topic that it can find in the literature. We have optimized the system to prevent bias as much as possible.

**Is it suitable for systematic reviews?** ScienceDirect AI was not created to specifically support systematic reviews. Rather, it will retrieve a limited list of 20 articles relevant to your query and generate a response based on (a subset of) those articles. This will serve as an overview and starting point to quickly find relevant insights and continue your discovery process.

## Features

**Why is ‘Include Scopus abstracts’ missing?** This feature is only available to customers that have purchased both Scopus AI and ScienceDirect AI. Once your institution transfers to LeapSpace, Scopus abstracts will automatically be part of the underlying corpus of content.

**Can I export summaries or save searches?** ScienceDirect AI does not provide search history functionality. The summaries can be copied for saving elsewhere. Once your institution transfers to LeapSpace, search history will become available.

**Does it support follow-up questions?** The Reading Assistant on the article page does in fact support conversational interaction, the core Ask ScienceDirect AI page does not. There are suggested follow up questions available at the bottom of the page as a way of continuing the discovery journey. Once your institution transfers to LeapSpace, conversational interaction will become fully available.

**Can it analyse qualitative data?** It will analyse the content as noted in 2.1.

## Languages

**Does SDAI work in Greek?** You can ask the question in any language, but it will mainly provide answers in English.

**Does it search in all languages or English only?** The content in the index is English language only. The system is however able to handle non-English queries.

## Privacy & Ethics

**Are my questions saved?** Your questions are saved anonymously and securely with very limited access to only a few members of the product team. This is done for quality improvement purposes only. After analysis all data is discarded. No query or response data is shared with the LLM providers.

**Is user data protected (GDPR)?** The AI features on ScienceDirect strictly adhere to GDPR regulations to guarantee user privacy and avoid unnecessary data retention. No personal user information or chat history is retained on our systems unless compliantly done to improve the product. We uphold [RELX Responsible AI Principles](#), aiming to remove unfair bias, ensure accountability, and champion robust data governance.

### Citation

**Must SDAI be declared in papers?** You should not reproduce or republish generated responses verbatim or misrepresent them as human-authored content. Do not cite responses for academic or research purposes - instead, cite the original referenced source material.

### Comparison

**How does SDAI compare with Scopus AI?** Scopus AI helps users survey the research landscape, identifying emerging trends and potential opportunities for collaboration via the Scopus Abstract Database. ScienceDirect AI enables users to dive deep, extracting and comparing precise insights including details from methods, results, discussions and conclusions etc. – from trusted, full-text content

**How does it compare to Elicit, NVivo, ChatGPT?** We believe the combination of ScienceDirect AI's trusted peer-reviewed full-text content, its existing technological capabilities and generative AI means that it is uniquely placed to support researchers. We have a long history of working closely with the research community to test and develop new features and products, customer-driven innovation is at the heart of ScienceDirect. We develop our solutions together with the research community through extensive 1:1 interviews, surveys, and feedback tools. Every feature can be traced back to a pain-point they told us about, or a solution they told us they wanted. And what we hear is that they want better tools to help them more efficiently find and use the insights they need to build their own knowledge - not a machine to do that for them.

### Troubleshooting

**Why do I not see certain options?** If you are unable to see certain options, please check with your customer success manager.

**How do I report technical issues?** An error message can occur for several reasons. Please check the limitations of the feature you are using and rerun your query following the instructions in the message, if applicable. If the problem persists, contact a Customer Support representative for further assistance with one of the buttons at the bottom of this page:

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