

Key pieces of information for a broadcast email (to announce a new site)

Below is a list of key information that you may choose to include when notifying your users of your new site.

General Information

- The site address and how to get help (technical support) should go to the ScholarOne Support Center (unless the journal or publisher takes care of this), which is accessible from the Get Help Now button in the top right corner of any site page. Paper-specific or journal-specific support should go to the journal administrator. Also, make sure your users are aware of the online answers to frequently asked questions (“Search Solutions”), which are also housed on the Support Center page. These are updated on a regular basis and will be a first-line of defense if users have questions.
- Encourage your key users (ie reviewers, editors, production staff, ect.) to view the online training videos if you believe they would be helpful for them. The videos are brief and give a quick overview of MC’s various features. Remember you get to the videos by going to the Support Center page and clicking on the Instructor-Led & Online Training button.
- To create a broadcast email that can be sent to all users in the system you should first watch the “Sending Broadcast Email” video tutorial (under section 13: Emails) on the Support Portal. After that if you have questions you should look at the online FAQs or contact the ScholarOne Support Center.

The following information is specifically for users who already have an account in the system. If users do not have an account, they merely need to click on the “Create Account” link on the login page to enter the site the first time. **Note: This is not for users who have been migrated over from a v1 site. Those users will continue to use the same user id and password they had in v1.**

- How to log into the site for the first time (if they already have an account and don’t have their correct user id and password).
 - Users must use the “Password Help” field the first time they try to enter the site (due to system security).
 - The system will automatically send users a temporary password and their user id.
 - Note: If a user does not receive the automatic email, it is probably due to one of the reasons listed below.
- Check your Spam or Junk folder to see if the email is in there. Requesting the Password Help email more than once will reset the temporary password each time, so you will have to use the most current Password Help email's temporary password to continue.
- The system does not recognize the email address you entered as belonging to a Manuscript Central account. An error message will appear in a yellow text box on the page with a message of "We are unable to locate an account associated with the e-mail address you

provided." If you have other email addresses you can try entering them in the Password Help field. If you do not remember the email address you are using for your account, please contact the Journal Administrator or ScholarOne Support to resolve this issue for you. (If you contact ScholarOne, please be sure to identify the journal in question.)

- Your email server is directing that incoming email into a Spam folder, either in your email or at the institution level. We have worked hard to prevent this but in some cases it does occur. In this case your IT department will need to resolve the issue (ScholarOne can help them with this).
 - You have more than one account or your account is "hidden." An error message will appear in a yellow text box on the page with a message of "We are unable to locate an account associated with the e-mail address you provided." Please contact the Journal Administrator or ScholarOne Support to resolve this issue for you. (If you contact ScholarOne, please be sure to identify the journal in question.)
- Users will log into the site using this temporary password and must immediately reset their password by clicking on the "Edit Account" button in the top right corner of any site page. This will permanently reset their password.
- Note: the temporary password only lasts a few days, so if it is not used within the given time frame (the automatic email provides this information) the password expires. If the password expires, users will then have to type their email into the "Password Help" field again to reinitiate the temporary password process.