



ScholarOne Manuscripts Release Notes

Production Release v4.23

ScholarOne Manuscripts

Release 4.23 – Date of issue: May 2018



Authors



Chris Heid

Product Lead, Publishing & Associations

Chris heads Product Management for Clarivate Analytics' ScholarOne platforms. Previous projects include Reviewer Locator, Publisher-level Reporting and ORCID integration.



Greg Kloiber

Sr. User Experience Designer, ScholarOne

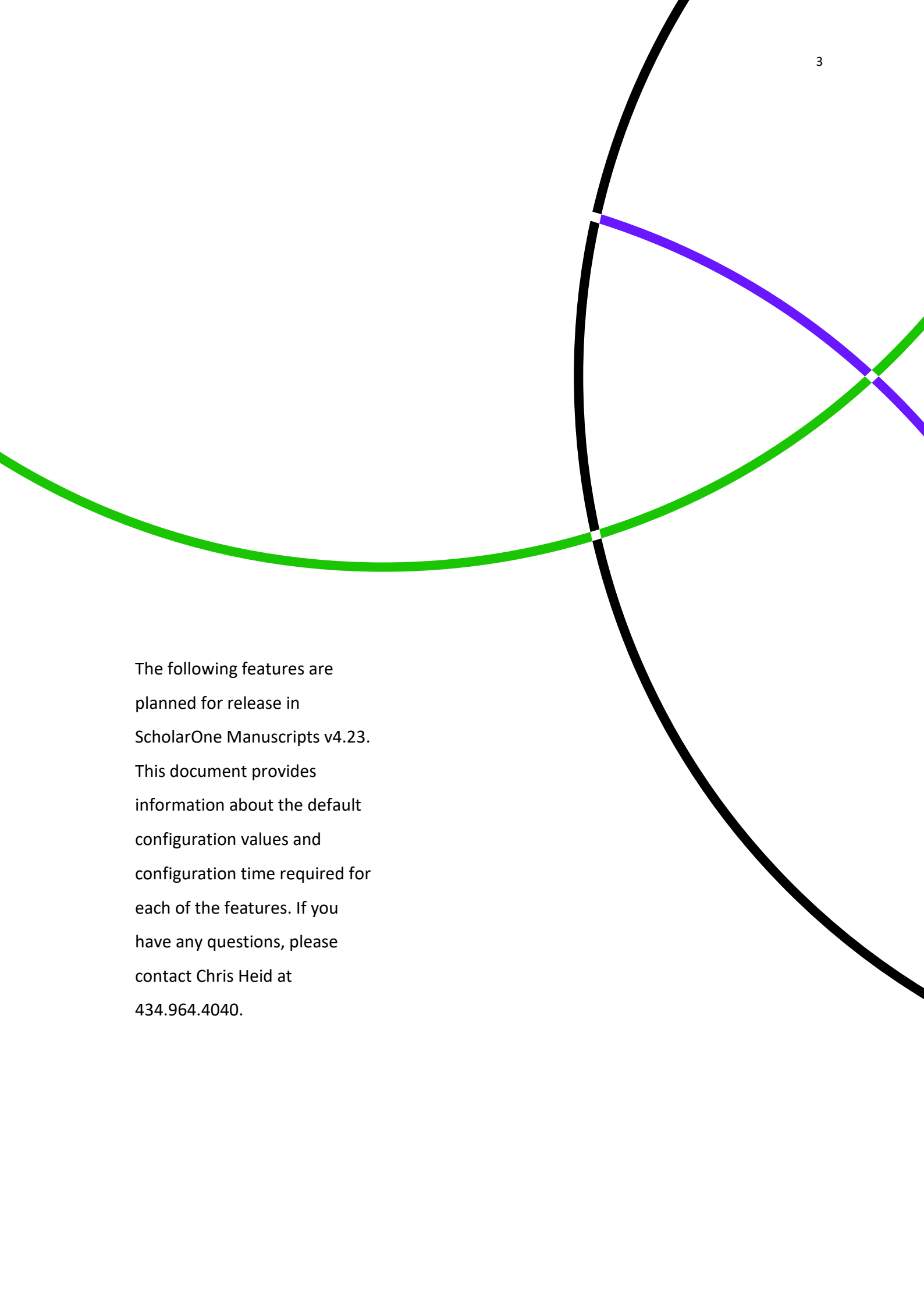
Greg has redesigned sections of both the ScholarOne Manuscripts and Abstracts platforms. Most recently, he revamped the Review Center for ScholarOne Manuscripts.



Sven Molter

Product Manager, ScholarOne

Sven has 12 years experience in the industry and has been with ScholarOne since 2009. He started as a Client Implementation Manager where he worked with clients using the ScholarOne Abstracts Platform. Sven joins the Product Management team after several years managing the Tier 2 Customer Care team for ScholarOne. Prior to working with ScholarOne he worked as the Senior Manager of Meetings, Membership and Education (Society of Behavioral Medicine) at Executive Director Incorporated where he oversaw the Annual Meeting planning process.



The following features are planned for release in ScholarOne Manuscripts v4.23. This document provides information about the default configuration values and configuration time required for each of the features. If you have any questions, please contact Chris Heid at 434.964.4040.

Release Summary

The default configuration settings and values for each of the features in the release are outlined below.

If you wish to change any of the defaults, please contact ScholarOne by submitting a case via the 'Help' link on your ScholarOne Manuscripts site.

Feature	Summary
Account-Level Changes for GDPR Readiness	In the v4.23 release ScholarOne Manuscripts will make a number of changes to user account behavior and functionality to allow ScholarOne and our clients comply with the General Data Protection Regulation (GDPR) going into affect 25 May 2018.
Enhancements to the Unusual Activity Detection Tool	<p>Test pilot feedback has resulted in the following enhancements:</p> <ul style="list-style-type: none"> • Proximity alert distance reduced by 50% • New configurable sensitivity settings for all alert triggers • New queue for cleared reports on the Admin Dashboard • Users with permissions may clear manuscripts with yellow or red alerts at any time, not just after a decision has been made on the manuscript. (Configurable) • Users with permissions will be able to see previously cleared reports • Increased brightness of yellow on the yellow alerts <p>Action Required: This free feature will be available by configuration.</p>
Rich-text editor for Instructions and Email Templates (pilot)	<p>Easily format copy without using HTML tags via a new rich-text editor</p> <ul style="list-style-type: none"> • Added a rich-text editor to page instructions for Log In, Home, Author Dashboard, and Review Dashboard • Added a rich-text editor to email templates (pilot) <p>Action Required: Page instructions editor available by configuration. Email template editor will be piloted and tested post-release to ensure proper formatting on all email clients.</p>
Asynchronous File Conversion	As part of ScholarOne's migration to Amazon Web Services, we will be able to convert files asynchronously so Authors can quickly continue to work on the rest of their submission.

- Authors will now be able to leave the File Upload page after their files are uploaded. Conversion to proof will be done in the background.
- File Upload will now appear after Step 1 and stub creation by default
- Reviewing proofs will now only be on the final step, Review & Submit

Action Required: None

Clarivate Analytics Rebranding: Phase 2

ScholarOne is now part of Clarivate Analytics' Scientific and Academic Research (SAR) division which has its own brand color palette.

- Thomson Reuters' orange will be replaced on navigation and button elements throughout the site with a new blue representing Clarivate Analytics' Scientific and Academic Research (SAR) division.

Action Required: None

Changes to System Email

ScholarOne Manuscripts will make several important changes to email processing with the v4.23. New features will provide greater transparency into the status of emails and email addresses within the system. These changes will continue to increase the reputation of ScholarOne's email domain, improving deliverability for all users.

Action Required: None

Character Limits for Custom Questions

ScholarOne Manuscripts will support a configurable character limit on answers to custom questions which require free-text response.

Action Required: None

Custom Account Badging

The v4.23 release will include functionality to create custom account badges and tag these badges to user accounts.

Action Required: None

Account-Level Changes Related to GDPR

The General Data Protection Regulation (GDPR) adopted by EU member countries fortifies data privacy rights, given individuals control over when and how personal information is gathered and used. GDPR mandates go into effect May 25, 2018. In preparation, ScholarOne Manuscripts will release a number of new system features in v4.23 to align with these important regulations. These account-level system updates are described below.


Requiring Consent to Privacy Policies

GDPR mandates organizations which collect, process, and/or store an individual's personal information to gain that individual's positive consent. Positive consent requires the individual to actively express agreement with the proposed use of their data. Assuming agreement based on their use of the system or relying on pre-checked consent questions does not meet GDPR standards.

After the release of v4.23, ScholarOne Manuscripts will require positive consent from system users when they create an account. Users with an existing account (including users with accounts created by a third-party) will be required to provide this consent the first time they login after the release. This consent will be collected as the last step in the Account Creation/Edit process.

Privacy Acknowledgement


To ensure you are properly informed of your privacy rights while using this website, we ask that you review and acknowledge the relevant privacy policies linked below.

[Clarivate/ScholarOne Privacy Policy](#) 

req **Yes, I have read and now acknowledge the linked privacy policies.**

No, remove my account*

* We cannot automatically remove your account at this time. Please contact the journal at qa-mc@manuscriptcentral.com for assistance.

 Previous Finish Cancel

User will be asked to review a set of linked privacy policies and provide positive consent by clicking an empty checkbox. In this circumstance, GDPR spells out requirements for publishers as 'data controllers' and ScholarOne as the 'data processor'. As such links to two different policies will be provided: One to the publisher's privacy policy and one to a standard ScholarOne privacy policy currently in revision. The publisher's link text and the URL location of the privacy policy are configured under

Pre-Login and Overall Config in the Configuration Center. If necessary, ScholarOne Manuscripts can support a third privacy policy link for society owned titles.

Privacy Policies	
<input checked="" type="checkbox"/> Collect Privacy Acknowledgements	
Privacy Policies Link Text	<input type="text"/>
Privacy Policies URL	http:// <input type="text"/>
<input checked="" type="checkbox"/> Save	


Please note: v4.23 will release with the collection of privacy acknowledgements turned off. Between the release date and GDPR’s affective date of 25 May, ScholarOne will work with journals and publishers to line up and configure relevant policies. To insure GDPR compliance for ScholarOne and our clients, we will turn on this functionality for all sites prior to 25 May. The specific date of activation will be communicated shortly.


Account Removal

GDPR requires that users have the option to remove their account from ScholarOne Manuscripts at any time. Functionality to support this will be added to the account editing process in v4.23. Users with only an Author and/or Reviewer role will be given a self-service account removal option as part of the active consent process discussed above.

Privacy Acknowledgement

To ensure you are properly informed of your privacy rights while using this website, we ask that you review and acknowledge the relevant privacy policies linked below.

[Example Publisher - Privacy Policy](#) 

[ScholarOne Privacy Policy](#) 

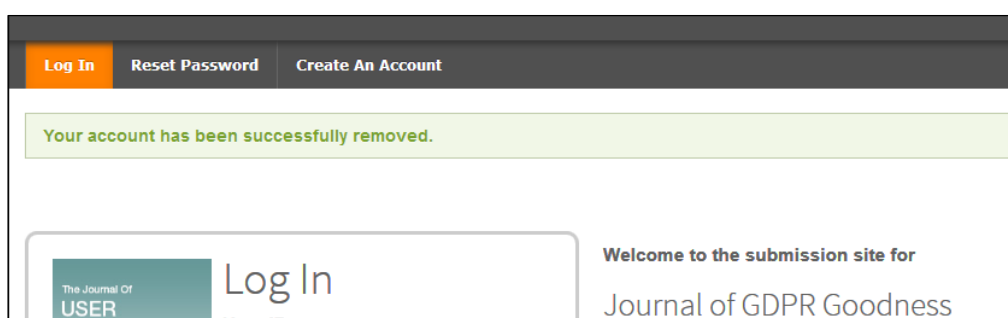
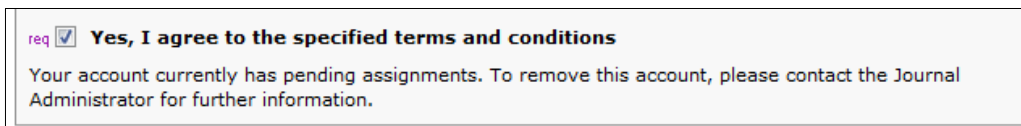
req **Yes, I have read and now acknowledge the linked privacy policies.**

[No, remove my account](#)

If you remove your account, your name will remain on submitted articles and reviews but personal information will not appear on this site and you will no longer have site access

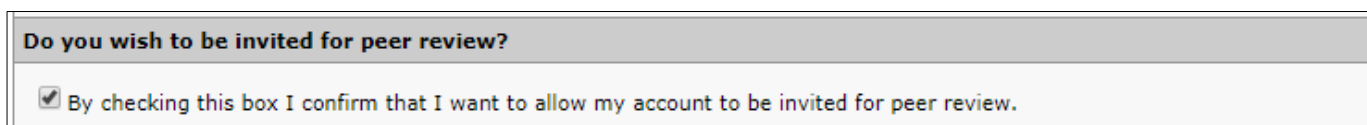
Users with active assignments such as reviews in process or the corresponding author designation on an active manuscript will not be eligible for self-service account removal. These users will be asked to contact the journal for assistance. Similarly, users with higher-level roles such as Editors will also need to contact the journal.

When a user successfully removes their account, they are logged out and redirect back the journal’s login screen with the success message “Your account has been successfully removed.” They will also receive a system email confirming the account removal. The template for this email is called “Account Removed by User Request” and is available under “System Emails”



Review Opt-Out

To provide users with additional privacy options we have also included a configurable feature which allows ScholarOne account holders to opt out of Reviewer selection. Users who opt out of peer review invitations will still appear in Reviewer searches and in Reviewer Locator results but will not be available for selection.



If configured, the Review opt out option for users will appear on the last step of Account Create/Edit.

Enhancements to the Unusual Activity Detection Tool

The Unusual Activity Detection tool has been piloted by hundreds of journals with outstanding results. We’ve gathered quite a bit of feedback. Aside from decreasing the proximity alert distance by 50%, will be making the following enhancements:

Sensitivity Configuration & Report Clearing Settings

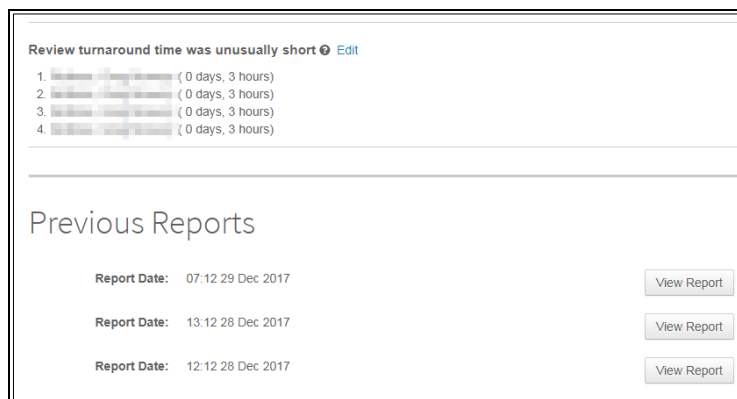
Users with permission to view the Client Configuration center will be able to change the sensitivity scoring of the Unusual Activity Detection tool within the area called “Unusual Activity Scoring”, located at Configuration Dashboard > Configure this site > Manuscript Details.

Above this section, they will also see a checkbox to allow for the clearing of a report at any time, instead of just after a decision was made on the manuscript. When checked, users with permission may clear manuscripts alerts at any time, not just after a decision has been made on the manuscript.

Report Clearing				
<input checked="" type="checkbox"/> Allow clearing of report at any time.				
Unusual Activity Scoring				
Parameter	Sensitivity			
	Off	Low	Med	High
Submission and Review Shared Device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Submission and Review Shared Network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Review and Review Shared Device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Previous Reports

Alerts can also go back to yellow or red after it has been cleared and new suspicious events trigger it again. When viewing the report on an article that has been cleared and rescored as yellow or red, you will now have the ability to see the previous reports in the “Previous Reports” section.



Cleared Reports Queue

Cleared reports from the past two years can now be found in a new queue.

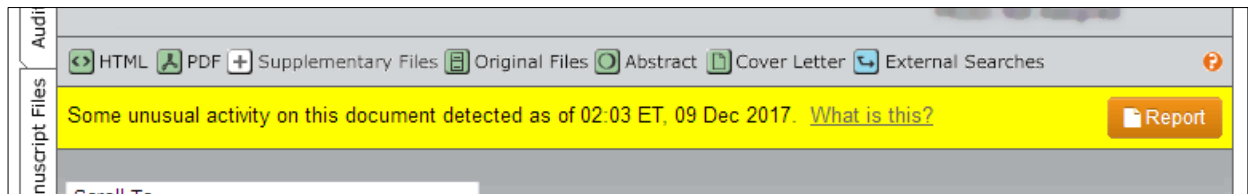
Unusual Activity

- 3 [Medium and High Risk](#)
- 3 [Cleared Reports \(Past 2 Years\)](#)

Manuscripts with Unusual Activity				Manuscripts 1-2 of 2
Manuscript ID ↑	Manuscript Title	Date Submitted ↓	Status	Take Action
Manuscript Type	Submitting Author			
Green	[View Submission]	23-Jan-2017	AE: [proxy] EIC: [proxy] ADM: [proxy] • Minor Revision (01-Apr-2017) • a revision has been submitted Scheduled to start archiving in 58 days	Select...
Original Article	[proxy]			

Brighter Yellow Alert Box

The yellow unusual activity alert box is now brighter and not as easily overlooked.



HTML Formatting for Email Templates & Instructions (Pilot)

We are happy to announce that you no longer need to know HTML in order to format text in page-level instructions on the following pages: Log In, Home, Author Dashboard, and Review Dashboard. We are also going to pilot a rich-text editor tool on email templates as well. To ensure emails are properly formatted in all email clients, we will be testing this feature post release and hope to bring it to all clients in a later release.

Please Note: The editor only allows formatting via the buttons. Any HTML tags entered manually will be treated as plain text when saved.

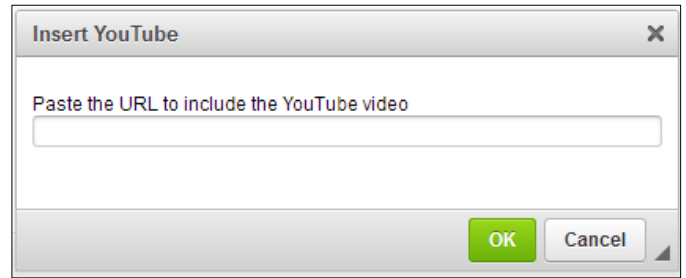
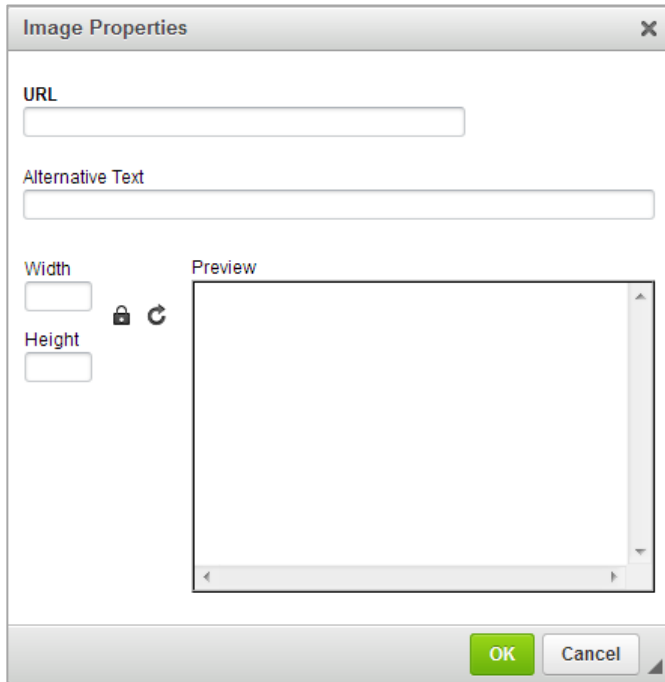
Editing Page Instructions with a Rich-Text Editor

The Log In, Home, Author Dashboard, and Review Dashboard pages will have a rich-text editor instead of an open text field when configured. We will extend this functionality to other sections of the site, such as submission steps, in a later release once we can ensure that it meets your needs.

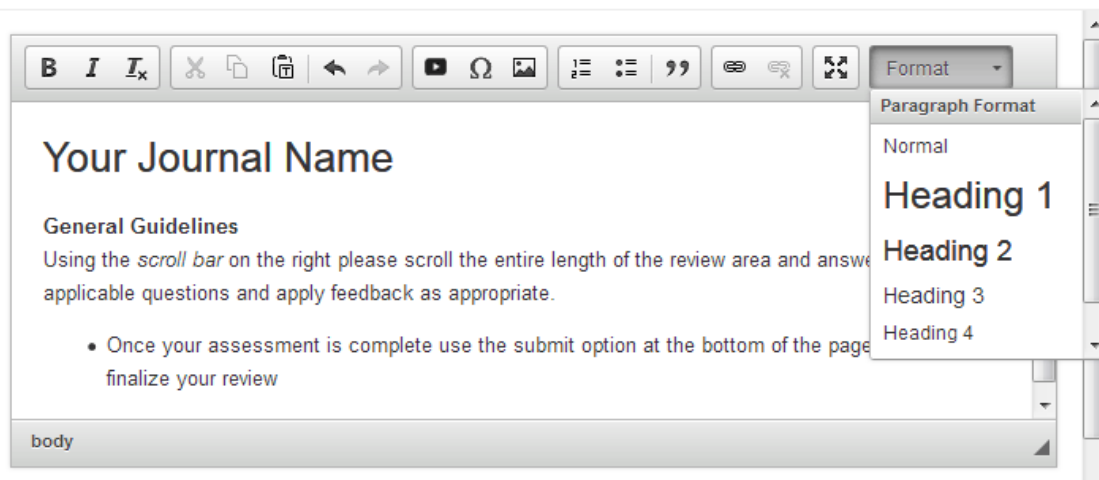
To format text, simply use the editor's buttons as you would in a program like Microsoft Word. No HTML experience is necessary. These buttons correlate to the previously available HTML tags are provided for your convenience so your current text will not be altered.

Images can be added using a new image button. It includes the ability to change the image size and add alternate (ALT) text for the visually impaired. We encourage you to host your own images so that you will be able to change them without editing instructions on ScholarOne later. However, you can still upload files the same way as before, using the Upload & Link to Files section below the new editor.

YouTube videos are even easier to add. Simply click on the YouTube icon button and insert the YouTube share link into the field. Your video will appear after you click Save.



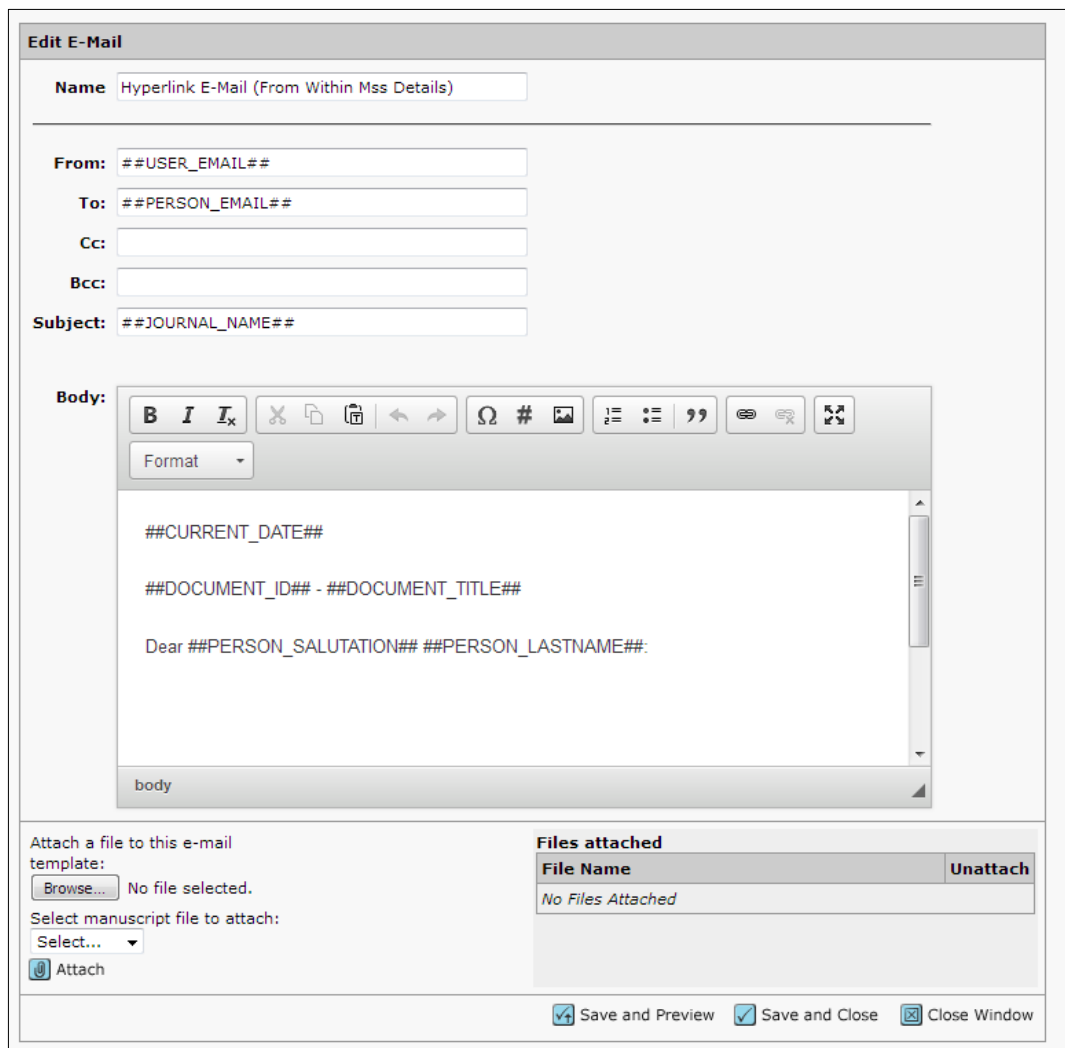
Edit Instructions



Editing Emails with a Rich-Text Editor

The rich-text editor for emails is very similar to the instructions editor and includes all of the previous HTML functionality in an easy-to-use editor. The new email tag button will open the same familiar email tag pop-up window as well.

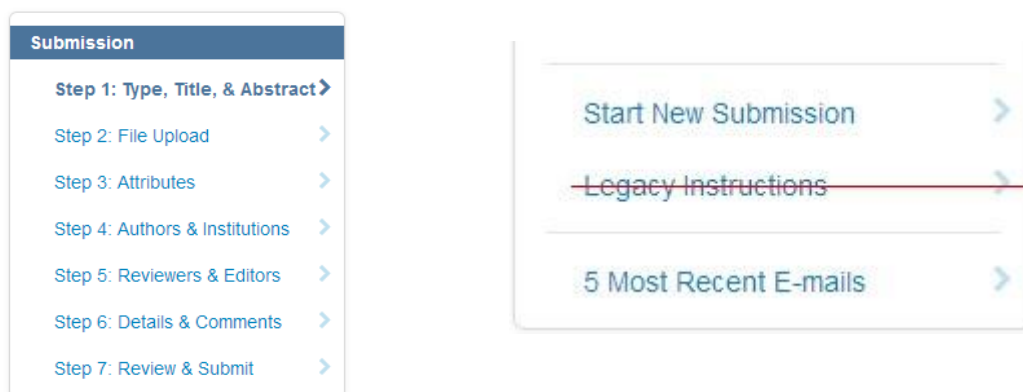
This feature will be piloted and tested post-release to ensure proper formatting on all email clients.



[COMING IN 4.24] Removal of Legacy Instructions on Submission Steps

Author Center Legacy Instructions will be removed in the 4.24 release.

- Introduced in June 2016 with the 4.19 release
- The transition period will be ending with the 4.24 release in late 2018.
- Legacy instructions in the Review Center will remain in place until a future release (TBD).



[ACTION REQUIRED]: Ensure journals are updated to the contextual instructional format as Legacy Instructions will be removed from the Author Center in late 2018. This will be applied to all sites, even if they do not have HTML editing configured.

Asynchronous File Conversion

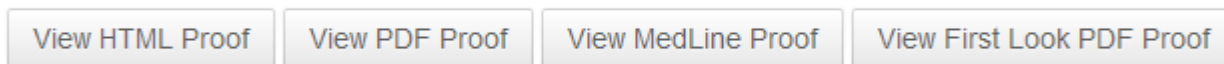
As part of ScholarOne’s migration to Amazon Web Services, we will now be able to convert files asynchronously so Authors can continue to work on the rest of the submission while their files are being uploaded. This will allow Authors to complete their submissions much quicker.

File Upload is Step 2

The File Upload step has been moved up to Step 2 for default step configurations and stub creation. This allows the file to upload in the background while the Author fills in the rest of the submission. By the time they get to the Review & Submit step, their files will have uploaded.

“View Proof” Section Only on Final Step, Review & Submit

Since the proof will take time to convert and render, it has been removed from the File Upload step and will now only be shown on the Review & Submit step. In the rare occasion that file conversion is incomplete, the Review & Submit step will display a notice and not allow submission until conversion finishes.

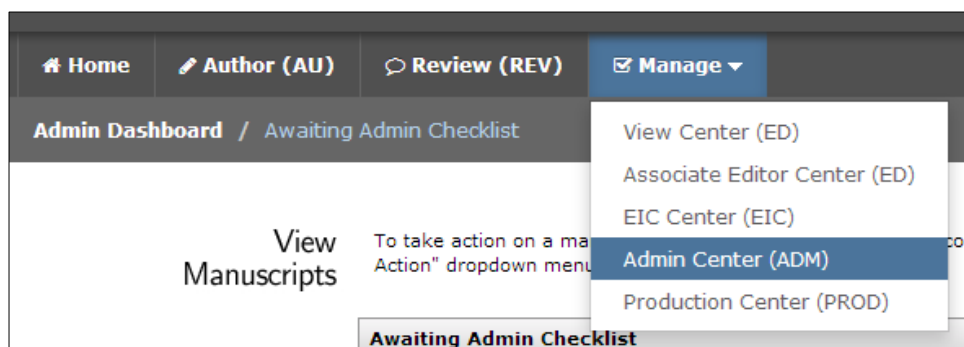
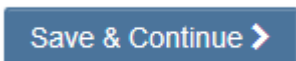
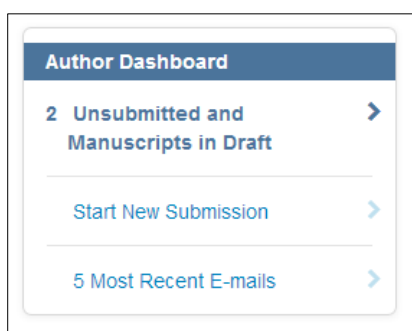


Clarivate Analytics Rebranding, Phase 2

ScholarOne is part of Clarivate’s Scientific and Academic Research (SAR) department which has its own brand color palette therefore navigation and button elements using Thomson Reuter’s orange will be replaced with the Clarivate SAR-department blue throughout the site.

Clarivate Analytic’s Scientific and Academic Research (SAR) Blue

Thomson Reuter’s owns the familiar orange color you saw throughout the site. Now that ScholarOne has been acquired by Clarivate Analytics, we replaced the orange with the Scientific and Academic Research (SAR) department’s blue.

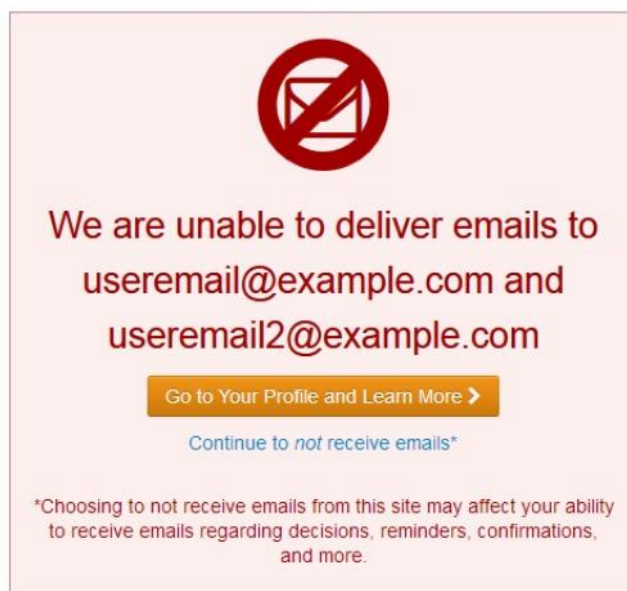


Changes to System Email in ScholarOne Manuscripts

Email Reputation

To maintain a sound reputation as an email sender, ScholarOne will implement new email processes with the v4.23 release. It is important for every organization to maintain a healthy email reputation within the technology ecosphere as this reputation can affect delivery rates. A less than solid reputation means emails generated from the system are more likely to be perceived as spam by email clients. Powered by Amazon Web Services, these features will help ensure email addresses within ScholarOne are accurate and up to date as well as confirm end users want to receive these emails. Emails addresses that are invalid contribute negatively to our email reputation, so we will place an embargo on emails that bounce. Similarly, when a user marks an email as spam / junk this can contribute to a negative email reputation. Accordingly, if a user marks an email as spam in their own email client, we will cease emailing the user at that email address.

If an email address is flagged by the system as invalid (bounce) or a user spam complaint, they will see the following alert directing them to their profile.



Following the routing to the profile page, the user will then see an informational alert which also points users to the FAQ which is summarized below.

We are unable to deliver emails to useremail@example.com and anotheremail@example.com

You or your email provider has marked the emails from **manuscriptcentral.com** as "Spam" or "Junk". You can:

- Update or change your email address below.
- OR, in your email program, unmark the manuscriptcentral.com emails as spam ([FAQ](#)) then use the Restart Email link below.
- OR continue to not receive emails from manuscriptcentral.com. Choosing to not receive emails from this site may affect your ability to receive emails regarding decisions, reminders, confirmations, and more.

The above alert is triggered under two conditions:

- **Email Bounces:** an email which is undeliverable. Bounces are most often caused by a non-existent email address (expired or misspelled) but can also occur if a user’s inbox is at capacity during multiple attempts to send the email. If an email address bounces, ScholarOne will not attempt another email to this address for at least 14 days. After 14 days, the user will be able to go into their ScholarOne account and verify their email address to resume receiving email.

Important Note: The user may change their email address to immediately resolve the challenge.

Primary E-Mail Address: <input type="text" value="jane.doe@example.com"/> req Verify after 29 MAY

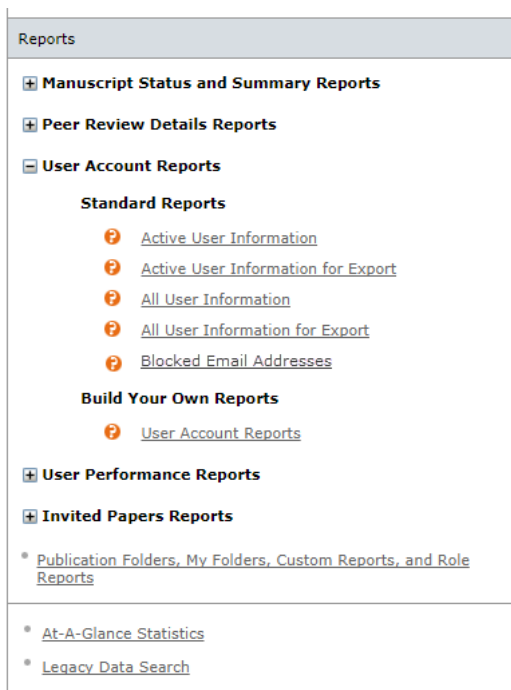
- **Email Complaints:** an email where the recipient or their email client has marked the message as spam. If an email from ScholarOne records a complaint, ScholarOne will not attempt another email to this address until the user confirms they wish to receive these email by coming to their ScholarOne account and clicking a new Restart email link. Holds on complaint emails do not carry a 14-day suppression. Users can restart emails to their address at any time but must first unmark the email as spam in their email client.

Name		Special Characters
Prefix:	<input type="text" value="Mrs."/> req	
First (Given) Name:	<input type="text" value="Jane"/> req	
Middle Name:	<input type="text"/>	
Last (Family) Name:	<input type="text" value="Doe"/> req	
Suffix:	<input type="text"/>	
Initials:	<input type="text"/> req	
Degree:	<input type="text"/>	
Primary E-Mail Address:	<input type="text" value="Jane.Doe@example.com"/> req	Restart Email
Primary E-Mail Address (again):	<input type="text"/> req	
Primary Cc E-Mail Address:	<input type="text" value="Jane.Doe2@example.com"/>	Restart Email
Secondary E-Mail Address:	<input type="text" value="DoeSiDoe@example.com"/>	Restart Email
Secondary E-Mail Address (again):	<input type="text"/>	
Secondary Cc E-Mail Address:	<input type="text" value="DoeSiDoe2@example.com"/>	Restart Email

Note that for both bounce and complaint email blocks, the only target is the offending email address. No restrictions are placed on the user’s other email addresses or additional account functionality. In all cases where the block is caused by an incorrect email address, the user can immediately resolve the issue by updating their account with correct contact information.

Reporting

To assist identifying invalid emails or spam complaints ScholarOne will provide a standard Cognos report located under User Account Reports > All User Information for Export. This report will provide journals and publishers new transparency into their email contact information, facilitating quality assessments and options of improvement.



The report will contain the following fields:

- Blocked Email Address
- First Name
- Last Name
- Person ID
- Block Type <Email Bounce, Complaint>
- Additional Description <AWS Error Message>
- Blocked Days Remaining

Action Required: None

Character Limits for Custom Questions

In the v4.23 release ScholarOne Manuscripts will add support for character limits within custom question with free-text response. The custom question answer types “Textarea” and “Text” will now allow users to add a configurable character limit as part of Custom Questions set up. This functionality can meet any use case where a journal needs to collect text-based answers limited to a specific character length. One such case is requesting Twitter-compliant messages from authors during submission.

Twitter Message

Would you like to provide a Twitter message which could be used to promote this article in the event it is accepted and published?

69 OUT OF 280 CHARACTERS

This groundbreaking article is the result of five years of research. |

When the configured character limit is reached, the character counter will display in red and the user will be prohibited from typing additional characters.

Twitter Message

Would you like to provide a Twitter message which could be used to promote this article in the event it is accepted and published?

280 OUT OF 280 CHARACTERS




This groundbreaking article is the result of five years of research. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed accumsan vitae felis a rutrum. Donec cursus lacinia viverra. Maecenas a sapien sollicitudin, accumsan dui in, cursus libero. Phasellus congue fermentu

If a character limit is added to an existing custom question currently containing answers longer than the limit, these answers will not be automatically truncated by the system. However, if a user later opens the custom question for editing they will be required to meet the new validation.

User Account Badging

In v4.23 ScholarOne Manuscripts will launch Account Badging functionality allowing journals to create custom badges within the system to assign to user accounts. Similar to account flags, these badges can mark user accounts for any number of practical reasons. Once configured and assigned, badges serve as an intuitive visual indicator of important account characteristics. Badges appear next to user names in key locations including the manuscript author list and reviewer searches. They can also be used to help locate users via search functionality. Account badges are not limited to a pre-defined set of flag and shapes. Journals are able to upload their own images for use as account badges. For best quality, each image should be 20px by 20px. Images of differing sizes will be manipulated to fit.



Account badges are configured in the Prelogin & Overall Configuration section. To add a new badge, click the ‘Choose File’ button and select an image to become your badge. Then, provide a name for the badge and click ‘Add’. The name you provide for the badge will also appear when users click the badge in the UI.

Account Badging				
Active	Badge Icon	Badge Name	Edit	Remove
✓		Example Bage	 Edit	 Delete
Add New Badge				
Badge Icon:	<input type="button" value="Choose File"/> No file chosen	Badge Name: <input type="text"/>	<input type="button" value="+ Add"/>	
Select roles allowed to add/remove badges for user accounts:				
<input type="checkbox"/> Support				
				<input checked="" type="checkbox"/> Save


Below the configuration of new badges, there is an option which allows journal sites to control who uses this functionality. This option lets the journal set which role types are allowed to add/ remove account badges from individual accounts. Configured roles with Support, Admin, and Editor role types will appear here for selection.

Search for people that have at least the following flags:

Do not consider account flag

<input type="checkbox"/> 	<input type="checkbox"/> 
<input type="checkbox"/> 	<input type="checkbox"/> 
<input type="checkbox"/> 	<input type="checkbox"/> 
<input type="checkbox"/> 	<input type="checkbox"/> 
<input type="checkbox"/> 	

Search for people with the following account badges:

 Example Badge

1 / 1

Account Information AU History REV History

Dahl, Josh : Account Information

Full Name: [Dr. Josh Dahl](#)

User ID:
ID #: 10

Primary affiliation:
ScholarOne
375 Greenbrier Dr
Charlottesville
Virginia
22901
United States










Primary E-Mail Address: josh.dahl@thomsonreuters.com Editor E-Mail Address:

Roles: Author, Reviewer, Assigned Editor, Editor-in-Chief,


External Links: Click [here](#) to view author information on PubMed.

Flag this account:

Leave this account unflagged

<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>			

Add a badge to this account:

 Example Badge