



Through this newsletter we aim to keep you informed about new developments and functionality related to Editorial Manager. As always, if you have any questions or comments, please do not hesitate to [contact us](#).

Emails about MsTracking

It has come to our attention that several of our journal editors have been approached by a company providing a system called MsTracking. You can simply disregard these emails. There are lots of considerations that have been and are continuously taken into account when evaluating the suitability of a system like Editorial Manager. While Editorial Manager may still not be perfect, we believe it is currently the best system available. If you have any suggestions for improvement or questions relating to Editorial Manager, please [contact us](#).

Option to automatically remind authors and reviewers about items stuck on their end

When reviewers or authors are working in the system to enter a review or paper that should be sent to the editor, they sometimes miss a step, and may think that the editor has received the material while in fact the system still expects the reviewer/author to take further action. It is now possible to activate automated reminders so that these reviewers/authors are actively alerted after an X number of days that they still need to take further action in the system before the editor can proceed with their submission or with the paper they reviewed.

As we realize that many editors may prefer to contact their authors and reviewers personally in such cases, we have decided not to implement any of these reminders by default. However, should you wish us to activate any of these reminders for your journal, we are of course happy to do so. In that case, please [let us know](#) which reminders you would like to have and indicate per reminder after how many days they should be sent. We can set up automated reminders for the following:

1. **Incomplete submissions** with authors (submissions where authors started the submission process but stopped before having supplied all the required information). These reminders are only sent for new manuscripts, not for revisions.
2. Submissions **Waiting for approval** with authors (submissions where all the required information is in the system already and the system has created a submission PDF. All that is left to be done for the author is to go in, check the submission PDF and approve it – the latter will send the paper over to the editor's side). These reminders are only sent for new manuscripts, not for revisions.
3. Submissions **Sent back to author** (papers that were submitted earlier, but were returned by the editor with a request for technical changes, e.g., supply missing information or anonymize the manuscript file).
4. **Partial review saved** with reviewers (reviewer started to enter the review online, but has not actually sent the comments over to the editor. While some reviewers may intentionally keep the review on hold on their side because they are not yet fully finished, some reviewers may rather think that they have already sent in their review and simply not be aware that they missed a step and that the editor has not yet received the review.)

As an alternative, it is possible for us to create a quick search link for you that will show you all submissions with an incomplete, waiting for approval or sent back to author status with just one mouse-click. For partial reviews saved it is unfortunately not possible to create such a link, but this status is shown where applicable in manuscript overview tables as well as on the [details](#) page.

Automated expiration of deeplinks & how to resend access codes and system letters

For security reasons, any so-called deeplinks (i.e., links included in emails that will log the user into the system automatically) expire after 3 clicks / 5 days (whichever comes first).

Should you wish to **resend** someone their **access codes** to the system, you can do so via the [Search People](#) link in your main menu: if you look up the person there and then click on their name in the search results, you will find a button called 'Send Login Details' on the left-hand side of the page. Clicking on this button generates an email to that person with their username and a link to create a new password.

To **resend a specific system letter** (e.g., an invitation letter that contains the deeplinks allowing the reviewer to agree or decline directly without having to log in), you can look up the manuscript and click on the [History](#) action link. The bottom half of the 'History' page contains the correspondence archive: Clicking on a letter's name will lead you to the letter's contents, where you will also be able to 'resend' (button at the top of the page). EM does not store the actual passwords and deeplinks in this letter archive, but when you resend a letter, the system will regenerate this information and this will be visible for the email's recipient.

Did you know?

Optimize EM performance: Cleaning up browser cookies & cache

When you suddenly encounter strange technical quirks, unexpected error messages and such, it may be time to delete your cookies and empty your internet browser cache; this is basically spring cleaning for your internet browser and should generally fix such odd behaviors. When you visit any web site, your internet browser logs information in its cache (which functions as its memory) and places cookies a.o. to improve speed and performance. But when you visit specific sites regularly and never do this clean up, over time this may cause some technical problems. Clearing cache and cookies can be done quite easily, but how to do this can differ slightly depending on which browser and version you use. For more details, please see the following links:

- <https://www.wikihow.com/Clear-Your-Browser's-Cache>
- <https://www.wikihow.com/Clear-Your-Browser's-Cookies>
- <https://www.whatamiusing.com/> (will immediately show you on-page which browser and operating system you are using)

Should the problems persist even after you have cleared cookies and cache, please get in touch with [EM Support](#). It would also be helpful to have a description of the problem, as well as some details (e.g., manuscript number) of the paper where the issue occurred.

Contact us

For any questions or comments related to EM, please contact us at EM@brill.com. To avoid unnecessary delays, please include the journal title or acronym in your email for easy reference. Please also check our [dedicated EM Support page](#) for video tutorials, FAQs and extensive manuals.

Requests for changes in the configuration can only be implemented if approved by the main decision-taking editor (usually this is the Editor-in-Chief). In case of multiple Editors-in-Chief, your co-editors need to agree with the changes requested. Requests for addition or removal of editors (other than Guest Editors) in your Editorial Manager site should be sent to the journal's Acquisitions Editor. EM Support will not be able to process these without prior approval from publishing.