

JMS Editors Guide

Contents

1. SEARCH BAR	4
2. NOTIFICATIONS	4
3. MESSAGE BOX	4
4. CHAT BOX	4
5. LOGOUT	4
6. EIC INITIAL APPROVAL	6
6.1 PERFORMA FOR EDITOR EVALUATION1	0
7. MANUSCRIPT IN REVIEW1	5
7.1 Summary1	5
7.2 Submission Files1	6
7.3 Review1	7
7.4 Handling Editor Assignment2	0
7.5 Peer Review Process2	3
7.6 History3	1
8. AWAITING EIC DECISION	2
9. AWAITING REVISION	7
10. SUPPORT	8
10.1 Open a New Ticket3	9



After the EIC signs in, on the EIC dashboard shown in Fig (1), the following options appear on the top of the page.

SEARCH BAR 1.



(1) The status of any manuscript can be tracked by inserting the title, reference number or author's name (the first name or last name is required only) in the search field on the top of the page as shown in **Fig (1)**.

2. NOTIFICATIONS



(2) Using this feature, the system sends notifications at different stages of manuscript processing to give updates about the manuscript as shown in Fig (1).

3. MESSAGE BOX

(3) The EIC can send a message to the Author, regarding any query or inquiry

related to the manuscript as shown in Fig (1).

4. CHAT BOX



(4) The EIC can directly communicate with the author or journal manager in real time as shown in Fig (1).

*Note: The EIC should be online.

5. LOGOUT

(5) To exit the system, click on the logout button as shown in **Fig (1)**.

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						Fig (1)		

After the EIC logs in, three panels appear on the dashboard as shown in Fig (2):

- MANUSCRIPTS (GT): This panel displays activities related to the "General Topic".
- MANUSCRIPTS (Thematic Issue): This panel displays activities related to the "Thematic issue".
- **IN-HOUSE ACTIVITIES:** This panel displays internal activities.

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	AWAITING EIC DECISION	18	AWAITING EIC DECISION	1 ARCHIVED		51
			Fig (2)			
pg. 5						

6. EIC INITIAL APPROVAL

In manuscripts (GT) section, **EIC's INITIAL APPROVAL** displays the total number of manuscripts submitted and awaiting EIC's approval. On clicking the **"EIC Initial Approval"** in **Fig (2)**, the system shows a complete list of manuscripts as shown in **Fig (3)**.

- ① **NEW SUBMISSIONS:** This option displays the newly submitted manuscripts.
- ② MANUSCRIPT IN PRE-REVISION: This option displays manuscripts that are in the Pre-revision process.
 - a) If the status shows "Pre-revision Awaiting", the EIC can do the prerevision on behalf of the author as shown in Fig (3a) indicated by the red arrow.
 - b) By clicking on the manuscript that shows "Pre-revision Awaiting" status, the "<u>PERFORMA FOR EDITOR EVALUATION</u>" page appears shown in Fig (3b). On this page the revised file can be uploaded by clicking on "Drop file here to upload" option. If the status shows "Pre-revision completed", the EIC can take the final decision by writing comments on the "Upload EIC comment" section on "<u>PERFORMA FOR EDITOR EVALUATION</u>" page as shown in Fig (3b).
 - ③ **CROSS VERIFICATION REJECTED:** This option shows the articles rejected by the cross verification department due to incomplete information of Author, Affiliations and E-mail address as shown in **Fig (3)**.

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	BMS-CAR-2018-40 Feb 14, 2018 fdert	1 Month, 2 Weeks Pre-Revision Completed
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Fig (3a)

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6.1 PERFORMA FOR EDITOR EVALUATION

By clicking on the article title in the <u>New Submission</u> (Labelled 1) panel, as shown in Fig (3), the "<u>Performa for Editor Evaluation</u>" page appears as shown in Fig (4).

- 1 View the abstract by clicking on the "<u>VIEW ABSTRACT</u>" button.
- 2 To add a new author, click on the "<u>+Add New Author</u>" button.
- ③ To see the author's affiliation details, click on the "**DETAILS**" button.
- ④ To delete the author, click on the "**DELETE**" button.
- 5 To edit the author's information, click on the "<u>EDIT AUTHOR</u>" button.
- 6 To Download a file, click on the "**Download**" button.
- ⑦ To delete the file, click on the "<u>DELETE</u>" button.
- In "<u>UPLOAD EIC COMMENTS</u>" section, the EIC is required to take action on whether the manuscript has to be pre-revised, rejected or approved.

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Fig (4)	Open Chat 🗬	Copyright 2018 © JMS. If you have found any system related bug, feel free to report Here	
		Fig (4)	

•Pre-Revision and Continue: By clicking on the "<u>Pre-revision and Continue</u>" button in the "<u>Upload EIC comments</u>" section '⑧' in Fig (4), the submission proceeds for pre-revision in the "MANUSCRIPT IN PRE-REVISION" section as shown in Fig (5).

JMS Powered by Bentham	Title, Refrence Number or Author Name	۹ 🏚 🗐
William Smith	UNIS-CAR-2010- Walloscipt 2010-02-02 Cost Walch 2010 2 54 Showing 1 to 5 of 70 entries	Previous 1 2 3 4 5 14 Next
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User Manuals	Reference No. 11 Submitted Date 17 Title	iî Total Days iî Status iî
	BMS-CAR-2018-59 Mar 07, 2018 fdg	5 Days, 20 Hours Pre-Revision Completed
	BMS-CAR-2018-33 Feb 17, 2018 Test Sub. Pre revision 5	3 Weeks, 2 Days Pre-Revision Awaiting
	BMS-CAR-2018-40 Feb 14, 2018 fdert	3 Weeks, 5 Days Pre-Revision Completed
	BMS-CAR-2017-12 Feb 08, 2018 This is first after deployment 04-1	1-2017 1 Month, 2 Days Pre-Revision Awaiting
	BMS-CAR-2018-27 Feb 06, 2018 Test Submission by Azhar on 6 Fe	eb, 2018 1 Month, 4 Days Not In Pre-Revision
	Showing 1 to 5 of 15 entries	Previous 1 2 3 Next
	CROSS VERIFICATION REJECTED Show 5 ventries	Search:

Fig (5)

•Reject and Continue: By clicking on the "<u>Reject and Continue</u>" button in the "<u>Upload</u> <u>EIC comments</u>" section '⑧' in Fig (4), the submission proceeds for review in the QA department. Here, the QA takes the decision whether to permanently decline or revert the rejected manuscript as shown in Fig (6).

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Fig (6)

Approve and Continue: By clicking on the "<u>Approve and Continue</u>" button in the "<u>Upload EIC comments</u>" section "**B**' in Fig (4), the submission moves from "EIC APPROVAL" to "MANUSCRIPT IN QC" and "MANUSCRIPT IN REVIEW" simultaneously, as shown in Fig (7).

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William Smith		2 3 4	5 6 7 8 9 10 11	12 13 14	15 16 >	
🕒 EIC Portal 🗸						
III Dashboard	Manuscripts (General Topic)		Manuscripts (Thematic Issues)		In House Activities	
Add Reviewer Notifications				20		
Support		00	PENDING PROPOSALS	50	MANUSCRIFTIN QA	
User Manuals	MANUSCRIPT IN QC	38	ACCEPTED PROPOSALS	56	PUBLISHED	0
	MANUSCRIPT IN REVIEW	53	MANUSCRIPT IN REVIEW	48	ARCHIVES (AWAITING)	12
	AWAITING EIC DECISION	18	AWAITING EIC DECISION	11	ARCHIVED	51
	AWAITING REVISION	22	AWAITING REVISION	2		
			MANUSCRIPTS IN QC	17		
			FIG (7)			
pg. 13						

By clicking on **"MANUSCRIPT IN QC"** and **"MANUSCRIPT IN REVIEW"** as shown in **Fig (7),** a list of all the manuscripts appears.

Fig (8a) shows the "Manuscripts in QC" and Fig (8b) shows the "Manuscripts in Review".

JMS Powered by Bentham	Title, Refrence Number or Author N	ame		٩	ــــــــــــــــــــــــــــــــــــ
William Smith	MANUSCRIPTS IN QC				
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Support	Reference Number	1 Date Submitted	↓ 7 Title	ţţ.	Status Iî
User Manuals	BMS-CAR-2017-64	Dec 11,2017	quick track thanks		QC Awaiting
	BMS-CAR-2017-53	Nov 20,2017	Test Sub. by Xolva 20 nov		Resubmitted for qc
	BMS-CAR-2017-2957	Nov 03,2017	test sub for quick		QC Awaiting
	BMS-CAR-2017-2873	Nov 01,2017	Neurolog		QC Awaiting
	BMS-CAR-2017-2824	Oct 31,2017	Arduino Based Blind Solar Tracking Controller		QC Awaiting
	Showing 21 to 25 of 38 entries			Previous 1	4 5 6 7 8 Next
			Copyright 2018 © JMS.		
			Fig (8a)		



This section has the following sub-sections.

- 7.1 Summary
- 7.2 Submission files
- 7.3 Review
- 7.4 Handling Editor Assignment
- 7.5 **Peer Review Process**
- 7.6 History

7.1 Summary

By clicking on the "<u>Manuscript in Review</u>" panel in "<u>MANUSCRIPTS (GT)</u>" section on the dashboard in Fig (7), manuscripts appear, clicking on the manuscript, "<u>Summary</u>" section appears on "<u>Manuscript Details</u>" page in Fig (9). In the "<u>Summary</u>" tab as shown in **Fig (9)**, the EIC can see the basic details of the manuscript. Author's details can be viewed by clicking on the "<u>Details</u>" button indicated by the red arrow.

JMS Powered by Bentham	Title, Refrence N	lumber or Author N	ame					٩		▲	ő
Beena Xolva • Online	Manuscript	Details									
Reviewer Portal	Summary	Submission File	s Review	Handling Editor As	ssignment Pe	eer Review Process	History	Submission Notes			
EIC Portal	BMS-C	AR-2017-2	2677								
Dashboard	Submission	Туре:		Research Article							
Add Reviewer	Title: Abstract:	Abstract:			ews						- 1
Support	Keywords: Submitted D	Date:		abc def ghi jhk 2017-10-26	abc def ghi jhk 2017-10-26						
	Editors Ass	gned:		Frederic Checler							
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Fig (9)

7.2 Submission Files

By clicking on the "<u>Submission File</u>" tab on "<u>Manuscript Details</u>" page, all the uploaded files appear as shown in Fig (10).

d by Bentham		***			
Beena Xolva Online	Manuscript Details				
Reviewer Portal	Summary Submission Files	Review Handling Editor Assignment	t Peer Review Process History	Submission Notes	
EIC Portal	BMS-CAR-2017-267	77			
LING EDITOR					
lashboard	Submission Type:	Research Article			
dd Reviewer	Title:	current pediatic reviews			
otifications	Abstract:	View Abstract			
upport	Keywords:	abc def ghi jhk			
Jser Manuals	Submitted Date:	2017-10-26			
	Editors Assigned:	Frederic Checler			
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	2 CAC-Paper Noodles 1.do	Manuscript	Oct 26,2017	William Smith	Download
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3 Review	(A7				
			wint Dataila" na	+	

decision and Reviewers comments.

In the "Reviewer Comments Received" section,

(1) The reviewer's comments can be viewed by clicking on the "<u>View Comments</u>" button.

2 The EIC can only take the **Decline** decision from here.

wered by Bentham	The, Refrence Number or Author Name				↓
Beena Xolva • Online	Manuscript Details				
Reviewer Portal >	Summary Submission Files	Review Handling Editor Assignmen	t Peer Review Process Hist	ory Submission Notes	
User Portal >	BMS-CAR-2018-39				
Dashboard Now Submission					
EIC Portal	Submission Type:	Research Article			
Handling Editor >	Running Head:				
Notifications	Abstract:	Test Submission by Xolva to c	heck signatures		
Support	Keywords:	dfqdfqdfq			
User Manuals	Quick Track:				
	Submitted Date:	22 Feb,2018			
	Actual Submission Date: *	Actual Davision Data: *	Actual Accenta	nce Date: *	
	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYY	Y	Add
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Decline: When the EIC takes a "**Decline**" decision from the drop-down list, the Email page appears as shown in **Fig (11b)**. The EIC sends an e-mail to the author about the decision. After the "**Decline**" decision the manuscript proceeds to the same department for internal audit.

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Beena Xolva • Online	Rejection Email to Author			
 Reviewer Portal EIC Portal EIC Portal Dashboard Add Reviewer Notifications Support User Manuals 	BMS-CAR-2017-2677	Eventageoethumscience.org add email urshadgeolex.com add cc urshadgeolex.com add bcc Decline Manuscript BMS-CAR-2017-2677 Formats - B Formats - B You can upload the file by clicking on the "Choose File" button		
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		Fig (11b)		
pg. 19				

7.4 Handling Editor Assignment

By clicking on the "<u>Handling Editor Assignment</u>" tab on "<u>Manuscript Details</u>" page in Fig (9), the page shown in Fig (12) appears.

In this section as shown in **Fig (12)**, the EIC assigns the Handling Editor by clicking on the "<u>ADD EDITOR</u>" button.

The Handling Editor Assignment tab is linked to three sections

Requested Editors: It displays that the Handling Editor Assignment request has been sent but not accepted by the editor yet.

Accepted Editor: It displays that the Handling Editor has accepted the Handling Editor Assignment request.

Regretted Editor: It displays that the Handling Editor has declined the Handling Editor Assignment request.

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William Smith	HANDLING EDITOR ASSIGNME	NT				
Reviewer Portal	Summary Submission Files R	eview Handling Editor Assignment	History Submission Notes			
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Author Portal						
JM Portal	Editors Assigned:	\frown				
User Portal	Handling Editor Assignment:	Add Editor				
New Submission	Manuscript Submitted by:	Name: Ghazala khan Email: happybee@abc.com				
e EIC Portal	A					
QC Portal	REQUESTED EDITORS					
QA Portal	Editor Name	Email Date	Assigned	Status	Action	
e E-PUB Portal	ACCEPTED EDITORS					
Review Portal	Editor Name	Email	Date Assigned		Status	
Notifications	REGRETTED EDITORS					
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		Fig (1	L 2)			
On clicking the dashboard as	e " <u>Add Editor</u> " butto shown in Fig (12a) . ⁻ ton as indicated by t	on in Fig (12) , a lis The Handling Edit	st of all the edit or is assigned b	ors appears by clicking or	on the n the	

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Θ	Guest Editor Portal	>:	Dr. Konrad Beyreuther	Regional Editor		beyreuther@tsstzml	oh.uni-heidelberg	i.de	Assign				
Θ	Author Portal	>	Dr. Weihong Song	Regional Editor		weihong@tsstmail.u	bc.ca		Assign				
Θ	JM Portal	*	Dr. Jean-Marie Lehn	Honorary Advisory Board		asna@tsstbenthams	cience.org		Assign				
Θ	User Portal	*	Dr. Ferid Murad	Honorary Advisory Board		car@tsstbenthamsc	ience.org		Assign				
	New Submission		Dr. Sultan Darvesh	Associate Editor		sultan.darvesh@tss	tdal.ca		Assign				
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±	Notifications		REGRETTED EDITORS										
	Onen Obert		-	-	- 72								

Fig (12a)

The "<u>Assign</u>" button opens an E-mail page as shown in **Fig (12b)**, through which the EIC can send the email containing "User ID" and "Password" to the Handling Editor.

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	William Smith • Online		SEND EMAIL TO REVIEWER	
Θ	Reviewer Portal	>		
0	Guest Editor Portal	>	Send To:	beynruther@lastmoh.unf-heldelberg.de x add email
Θ	Author Portal	>	CC:	beenagteenthameckence.org x anhadgicolvs.com x 8dd CC
Θ	JM Portal	>	BCC:	add bcc
θ	User Portal	>	Subject:	CAR Editorial Assignment BMS-CAR-2018-68
	S Dashboard		Body Text:	
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θ	QC Portal	>		UBL : http://jms.eurekaselect.com/ LbginId: beyreuther@tsstzmbh.uni-heidelberg.de Pd.sword: r4%9NFCR
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	Open Chat			Copyright 2018 © JMS. If you have found any system related bug, feel free to report Here

Fig (12b)

7.5 **Peer Review Process**

On the Manuscript details page in **Fig (9)**, clicking on the "Peer Review Process" tab opens the panel shown in **Fig (13a)**.

In this panel, the EIC can assign the review to any reviewer as shown in Fig (13a).

In Fig (13a),

① By clicking on the "<u>Reviewers</u>" button, the EIC can view all the reviewers as shown in Fig

(13a).

② By clicking on the **"EBM"** button in **Fig (13a)**, the list of EBMs appears as shown in **Fig**

(13b). The EIC can search for the assigned EBM by entering the Email in the search field in

Fig (13b), the reviewer appears as shown in Fig (13c) by clicking on the "Already

<u>Assigned View History</u>" button indicated by the arrow '①' in **Fig (13c)**; reviewers details appear on the same page as shown in **Fig (13c)**.

- ③ By clicking on the "<u>Assigned Reviewer</u>" button as shown in Fig (13b), the list of assigned reviewers appears as shown in Fig (13d); by clicking on the "<u>View History</u>" button in Fig (13d), the reviewer's history appears as shown in Fig (13e).
- ④ By clicking on the "Edit Icon" as shown in Fig (13a), the EIC can edit the reviewer's details.
- (5) By placing the mouse (not clicking) over the icon as shown in Fig (13a), the reviewer's affiliation appears.
- 6 By clicking on the "<u>Affiliation</u>" button as shown in Fig (13a), the EIC can view the Reviewer's details.
- ⑦ By clicking on the "<u>Assign</u>" button as shown in Fig (13a), the EIC can assign the manuscript to the reviewers.
- (8) To post review comments, click on the "<u>Review Form</u>" button as shown in Fig (13a).
- (9) To cancel the review process, click on the "Cancel" button as shown in Fig (13a).
- (1) By clicking on the "<u>Send Reminder</u>" button as shown in Fig (13a), the EIC can send the reminder via Email.
- By clicking on the "<u>Confirm</u>" button as shown in Fig (13a), the EIC can do the review on behalf of the reviewer.
- 12 To cancel the assigned reviewer, click on the "<u>Cancel</u>" button as shown in Fig (13a).
- (13) The reviewer's recommendation is shown in "<u>Reviewers comments received</u>" section as shown in Fig (13a).
- (4) Clicking on the "<u>Comments</u>" button displays detailed comments on the manuscript as shown in Fig (13a).
- (15) "<u>Regretted reviewers</u>" tab lists the names of reviewers who did not carry out the review.
- (16) By clicking on the "Mark as Completed" button, the review process is completed [Fig (13f)]

*Note: Step "16" is a necessary step for Editorial decision.

*<u>NOTE</u>: As per company policy, the review request cannot be sent to the same manuscript's author and co-author. The reviewers should not belong to the country of the author and co-author.

REVIEWERS COMMENTS AWAITED: This section displays the names of the reviewers from whom the comments are awaited as shown in **Fig (13a)**.

REVIEWERS COMMENTS RECEIVED: This section displays the reviewer's comments that have been received as shown in **Fig (13a)**.

REGRETTED REVIEWERS: This section shows the names of the reviewers who declined to undertake the review as shown in **Fig (13a)**.

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William Smith Online	Peer Revie	ew Process								
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(4) 🗕	Dr.	. M Liaquat khan	1	0	2017-06-23	beena@ddtwc.com	Univ Florence		Affiliation	Assign
Open Chat 🗨	Dr.	. Hera Alam	1	0	2017-07-21	hera@testingtesting.com	Pakistan		Affiliation	Assign
	Dr.	. Sample user	1	0	2017-08-08	bbb@testingce.org	5	٩	Affiliation	Assign
	Dr.	. Azhar dfgdfgdf	0	2	-	azhar@testingbenthamscience.com	12	D	Affiliation	Assign
		. Hilal	7	0	2018-02-08	hilal@testingxolva.net	12			
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	Dr.	. Duaba Hydri test	0	0		duaba@testingabc.com	5	۵	Affiliation	Assign
	🖄 Dr.	Noureen Azhar	0	0		noureen@testingabc.com	12	٩	Affiliation	Assign
	Dr.	. Hilal	0	0	-	hilal@testingbenthamscience.org	5	۵	Affiliation	Assign
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	Dr. George Perry	Associate Editor	0	0		perry2500@testingtsstgmail.com	Affili	ation Assign
	Dr. A. Cuello	Editorial Advisory Board	0	0	-	accuello@testingtsstpharma.mcgill.ca	34 Affilia	ation Assign
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	Dr. Gad Marshall	1	0	2018-01-22	gamarshall@testingtsstpartners.org	12	Q	Affiliation	View History
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	Dr. Weihong Song	1	0	2018-02-01	weihong@testingtsstexchange.ubc.ca	12	Q	Affiliation	View History
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On the EIC dashboard as shown in **Fig (2)**, by clicking on the "<u>Add Reviewer</u>" tab indicated by the red arrow '1' on the left panel of the page in **Fig (2)**, "<u>Add New</u> <u>Reviewer</u>" panel appears as shown in **Fig (13g)**, on this panel a new reviewer can be added. Fill all the given fields and click on the "<u>Save and Continue</u>" button to add the reviewer as shown in **Fig (13g)**

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7.6 History

By clicking on the history tab on Fig (13a), all the event logs and emails log history appear as shown in Fig (14).

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zendesk chat	William Smith	12-06-2018	MANUSCRIPTS AWAITING FOR EIC APPROVAL				
	William Smith	12-06-2018	MANUSCRIPT DECLINE				
Chat with us	William Smith	12-06-2018	MANUSCRIPTS IN QC				
	William Smith	12-06-2018	EIC Approval decision has been taken by William Smith in this journal.				
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8. AWAITING EIC DECISION

By clicking on the EIC portal in **Fig (14)** indicated by red arrow **(a)**, the EIC dashboard appears as shown in **Fig (15a)**. On the EIC dashboard, by clicking on the **"Awaiting EIC Decision"** in **Manuscripts (General topic)**, the page shown in **Fig (15b)** appears.

This section in **Fig (15b)** contains manuscripts that have passed from the "<u>Cross</u> <u>Verification</u>" and "<u>Review</u>" process and the EIC has to take a decision as follows.

<u>Accept</u>: Once the EIC takes the **Accept** decision from the drop-down list as show in **Fig (15b)**, the manuscript proceeds to the Quality Assurance department for internal audit.

<u>**Revision Required</u>**: When the EIC takes the **Revision required** decision from the dropdown list as show in **Fig (15b)**, the manuscript proceeds for author's revision.</u>

<u>Resubmit for Review</u>: When the EIC takes the **Resubmit for review** decision from the dropdown list as show in **Fig (15b)**, the manuscript goes back to the Review process.

Decline: When the EIC takes a **Decline** decision from the drop-down list shown in **Fig (15b)**, an email page appears as shown in **Fig (15c)**. The EIC sends the Email to the author about the decision. The manuscript proceeds to the same department for internal audit.

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Fig (15a)

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9. AWAITING REVISION

By clicking on the "<u>Awaiting Revision</u>" (shown in Fig 16) in Manuscript (General topic) on dashboard, the page shown in Fig (16a) appears.

In this section, the EIC can track the manuscripts which are in revision. On JMS, the personnel in the **Quality Checking (QC)** department work in parallel. In case of any discrepancy, the QC department may request the author for revision. In this case, revision requests go to the **"Awaiting Revision"** section. After reviewer's comments, the EIC may request the author for revision. In this case too, the revision request goes to the **"Awaiting Revision"** section.



Fig (16)

JMS Powered by Bentham	Title, Refrence Number or Au	uthor Name	· · · · ·	٩	ڭ 🖿 ۋ
William Smith • Online	AWAITING REVISION Show 5 V entries	\triangleright		Search:	
EIC Portal Notifications	Reference Number	Date Submitted	↓ī Title		l†
Support	BMS-CAR-2018-38	Apr 03,2018	chomical extension of biotheressis		Review Revision Required
🗐 User Manuals	BMS-CAR-2018-60	Mar 14,2018	test		Review Revision Required
	BMS-CAR-2018-62	Mar 14,2018	test		Review Revision Required
	BMS-TOPAINJ-2018-1	Jan 12,2018	Palliative care satisfaction in pain control with invasive techniques	S	QC Revision Required
	BMS-CAR-2018-11	Jan 11,2018	bentham		QC Revision Required
	Showing 1 to 5 of 21 entries	8		Previous 1	2 3 4 5 Next
			Copyright 2018 © JMS if you have found any system related bug, fi	S. eel free to report Here	
			Fig (16a)		

10. SUPPORT

In case of any query/suggestion, you can use our online support system to create a ticket. Our Support department will reply as soon as possible. To generate a new ticket, click on the "<u>Support</u>" option given on the left panel of the dashboard as shown in **Fig (17)**.

The "Open a New Ticket" section appears as shown in Fig (18).

Powered	MS d by Bentham ≡		Title, Refrence Number	er or Author Name			٩	<u>ب</u> ب
	Sarah Smith Online		Welcome to Dasl	hboard				Author / Dashboard
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			CAR	BMS-CAR-2018-HT27-3 BMS-CAR-2018-HT22-1	2018-01-17 2018-01-11	Crimean-Congo Hemorrhagic Fever's Treatment(CCHF) cure of dengue virus in pakistan.		Manuscript In Review
			CAR	BMS-CAR-2018-HT-22	2018-01-11	Dengue fever in Pakistan.		Manuscript In Review
			CAR	BMS-CAR-2018-HT-21	2018-01-11	hhhhhh		Manuscript In Review
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Fig (17)

10.1 **Open a New Ticket**

As shown in Fig (18).

- ① The desired "<u>Help Topic</u>" can be selected, which leads to "<u>Ticket Details</u>".
- ② The details can be provided in the "<u>Ticket Details</u>" section.
 - (2.1) The file can be uploaded by clicking on the "<u>Choose file"</u> link or drag and drop the file.
- ③ The "<u>Reset</u>" button clears all the boxes and gives a reset option.
- ④ By clicking on the "<u>Create Ticket</u>" button, a new ticket is generated.
- ⑤ To cancel the ticket, click on the "<u>Cancel</u>" button.

SUPPORT CENTER Support Ticket System	beena Xolva Tickets (1) - Sign Out	
Open a New Ticket Deen a New Ticket		
Please fill in the form below to open a new ticket.		
Email: Client:	beena@benthamscience.net beena Xolva	
Help Topic Access Issue		
Ticket Details Please Describe Your Issue		
	= o = -	
Details on the reason(s) for opening the ticket.		
2.1		
Drop files here c choose file	3 € ↓ ↓ Paget Cancel	
Create Ticket	Desk - All rights reserved.	

Fig (18)

By clicking on the "<u>Create Ticket</u>" button marked as '④' in **Fig (18)**, the ticket panel appears in this section as shown in **Fig (19)**, which gives the following options ① View the ticket number.

- ^② View the information about the ticket and user.
- ③ Send the reply.
- ④ Print the page by clicking on the "Print" button.
- ⑤ By clicking on the "<u>Edit</u>" button, the given details can be edited.

SUPPORT CENTER Sarah Smith Tickets (1) - Sign Out
Support Ticket System
Basic Ticket Information User Information Ticket Status: Open Department: Support Create Date: 01/01/2018 02:21:55 PM
Sarah Smith posted 01/01/2018 02:21:55 PM vbgfhf
Created by Sarah Smith 01/01/2018 02:21:55 PM
Beena Ashdar posted 01/01/2018 02:24:04 PM Hi, How can i help yopu? Beena
Post a Reply To best assist you, we request that you be specific and detailed * Image: Box in the problem in the prob
Drop files here or choose them Post Reply Reset Cancel
Copyright © 2018 JMS Help Desk - All rights reserved.
Fig (19)

By clicking on the "<u>Ticket</u>" tab in Fig (19), the page shown in Fig (20a) and (20b) appears. A specific ticket can be searched by entering the ticket number indicated by the red arrow marked as '①'.

Clicking on the "<u>Search</u>" button displays all the tickets. Open tickets can be viewed by clicking on the "<u>Open</u>" link as shown in **Fig (20a)** indicated by the red arrow marked as '②'. Closed tickets can be viewed by clicking on the "<u>Closed</u>" link as shown in **Fig (20b)** indicated by the red arrow marked as '③'.

Open Ticket: Open ticket means that the question has not been answered or the issue has not been resolved.

Closed Ticket: Closed ticket means that the team has resolved the issue related to the question.

🔂 Supp	ort Center Home	Open a New	Ticket 📄 Tickets (1)	
		Search	-	Help Topic: All Help Topics — 🔻
C Tickets				(2) B Open (1)
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Showing 1 -	1 of 1 Open Tickets	01-1	2	
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		Copyright ©	2017 JMS Help Desk - All rights reserved	d
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Copen 887257 © Clear all f C Tickets Showing 1 - Ticket # 887257 Page: [1]	ilters and sort 2 of 2 Closed Ticket Create Date 12/13/2017	Search Status Closed	Subject rferewrewr 2017 JMS Help Desk - All rights reserved powered by OSTicket Fig (20b)	All Help Topics - • All Help Topics - • Copen Cosed Department Support