

# Duplicate Accounts

## Symptoms of duplicate accounts

Here are some common symptoms that could point towards duplicate accounts:

- A user is having trouble logging in, particularly if they are getting an error about an account already existing with their email.
- A user is not seeing a paper that was assigned to them in their AE or reviewer center.
- A user emails you to say that they received notification of a task or invitation at an alternate email from the one they use.

## Causes of duplicate accounts

Duplicate accounts can be created several ways. The most common are:

- An AE or author accidentally creating a duplicate account when trying to add a co-author or reviewer.
- A user creating a new account for themselves when they forget their old account or change emails/institutions.

## Fixes for duplicate accounts

Duplicate accounts are a common problem because they are not only very easy to make, but also difficult to monitor or catch until a problem with them arises. Therefore, it is important to not only know how to get rid of them, but also to know how to avoid their creation in future.

## Deleting duplicates

If you know of a case where duplicate accounts exist or where you suspect they might be the problem, please email [manuscripts@sciencesocieties.org](mailto:manuscripts@sciencesocieties.org). Please include the following information.

- The full name of the user who has the suspected duplicate accounts.
- A brief description of the problem they are facing.
- The email they want to use for their primary email moving forward.
- Any alternate emails you are aware of that could be a duplicate.
- If they want any of the alternate emails used as a secondary email. Users may have up to two emails listed. Listing a second email that is commonly used can help prevent the creation of further duplicate accounts in future.

## Preventing further duplicates

There are several ways users can prevent the creation of duplicate accounts.

## For Associate Editors

Before creating a new reviewer account, please do the following.

- Do a search on the reviewer's name. You may want to search on first and last name separately in case there are alternate spellings, initials, or other names that could confuse the search. We also recommend using asterisks around the search term (ex: \*Morrison\* or \*Coleman\*), as that

will help you find the person even if they have added things like initials or middle names to that field (ex: \*Morrison\* would still find “N. Morrison” or “Noelle Morrison”). By searching on the name in this way, you can still find the user even if they are using an alternate version of the email you have.

- Do a search on the reviewer’s email. This will help you find the reviewer even if they have entered their name differently than what you are searching on, such as by using initials or including middle names.
- After you have searched on the email and name separately to confirm they do not have an account, you may then add a new reviewer account.

## For Users

There are two main ways that users can prevent the creation of duplicate accounts. The first is to make sure that their information is always kept up to date. Users can update their information at any time by clicking their name in the top right corner. The other way to prevent duplicate accounts is by adding a secondary email. Typically, users use their institutional email as their primary email and then either an email for a second institution or a personal email as their secondary email. However, they may set these however they choose. Our suggestion is that they use whichever two emails would be used most by those trying to reach them for business reasons.

Please note that each ScholarOne site uses a separate database, so if users have accounts for multiple journals, they must update their information on all sites, not just one.