

Reviewer Troubleshooting

Duplicate Accounts/Not getting Emails

Duplicate accounts can be created by users or editors. They are usually caused when:

- A user creating an account for a reviewer using an alternate email
- A user creating a second account for themselves when their email changes
- A typo during account creation

There are some common signs you will see if someone has a duplicate account. They include:

- Not seeing the manuscript in their dashboard or being otherwise unable to access the paper
- Getting email communications at an alternate address
- Not receiving communications at all
- Not being able to accept invitations

To fix duplicate accounts, please email manuscripts@sciencesocieties.org. Please include:

- The user's full name
- Any emails you know are in the system or might be tied to their accounts
- Which email(s) they would like to use as their primary and secondary emails.

To avoid duplicate accounts, please make sure to always search for the user's name and email using separate searches before creating a new account. This will help you find the user even if they are using an alternative address. If the information is out of date, please confirm with them if possible and then let headquarters staff know at manuscripts@sciencesocieties.org.

Out of Date Reviewer Information

If you notice that a reviewer's email is out of date in the system, please notify [mansucripts@sciencesocieties.org](mailto:manuscripts@sciencesocieties.org). Please include:

- The reviewer's full name
- The old information that needs to be updated
- The new information, if you have it.

If you can get permission to update the information from the reviewer before emailing headquarters staff, that is helpful, but if not, headquarters staff will do their best to contact the reviewer. Please note that if new information cannot be found, headquarters staff will not be able to update the account.

Granting Extensions

For more information on this, please see our Granting Extensions page.

Editing Reviews

For more information on this, please see our Editing Reviews page.

Reviewer Cannot Upload Files

If a reviewer is having difficulty uploading files, there are two ways to fix the problem. If the paper has already been submitted, you can edit the review directly to add the files. For more information on editing reviews, please see our [Editing Reviews](#) page. If the review has not yet been submitted, you can proxy in as the reviewer to upload the files on their behalf. For more information on proxying, please see our [Proxying](#) page.

If neither of these options fixes the problem, please email the files to manuscripts@sciencesocieties.org to have them upload the files. Please include:

- The manuscript id
- The reviewer's name
- Whether or not the file(s) is meant for the editor and author or just the editor

Reviewer Cannot Submit Review

If the reviewer is having difficulty submitting their review, you may submit it on their behalf. To do so, please make sure they have everything uploaded and saved, then use the proxy functionality to submit the review on their behalf. For more information on proxying, please see our [Proxying](#) page.

If you cannot submit the review either, please email manuscripts@sciencesocieties.org with the following information:

- The manuscript id
- The reviewer's name
- Any files or information that has not already been included in the review
- Any errors that you or the reviewer were seeing. Please include screenshots if possible.

Changing a Reviewer Response

If a reviewer accidentally chose the wrong response to an invitation to review, please follow the guidelines below:

- If the reviewer accidentally accepted, when they meant to decline, please uninvite them using the procedures listed on our [Uninviting Reviewers](#) page.
- If the reviewer accidentally declined, said they were unavailable, or was marked as late response, please invite them again using the "invite again" link next to their response on the reviewer list.
- If you accidentally uninvited them, please re-invite them. As a reminder, you must both select and invite them as two separate steps. If you do not see their name in the original list where you found them (such as author recommended reviewers or Publons), you may have to perform an advanced search to find them again. For more information on advanced searches, please see our [Inviting Reviewers](#) page.