
International Network for the Availability of Scientific Publications

Guide to using the Vietnam/Nepal JOL databases

Vietnam: <http://journals.sfu.ca/vn/>

Nepal: <http://journals.sfu.ca/nepal/>

Document Notes

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Summary These notes are intended as a guide to inputting and editing data on
the JOL database

The guidelines may be updated at any time

If any users find any errors, or would like to make any suggestions for
improvements, please send these to scumming@inasp.info

Your journal username:

Your journal password:

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Chapter 9: Troubleshooting

Document Notes

Author	Sioux Cumming / Pippa Smart
Date	November 2006
Summary	Guidance for Journal Managers and Editors on problem-solving within the JOLs

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1. Introduction

Although the JOLs have been designed to be as easy to use as possible, you may discover problems when you are working. The following may help to resolve your problems – if you have any other questions, please contact the Site Manager and/or INASP so that we can update these notes

2. Display problems

2.1 The URLs I have added do not link

Make sure that you have inserted the full URL—it must have the http:// prefix.

2.2 The picture I have added for the journal image is too big for the screen

You will need to adjust the image file. To do this, either open it within a graphics package, or you may need to re-scan it. A good package for re-sizing images can be downloaded from the web for free from IrfanView <http://www.irfanview.com/>. After scanning the cover, open it in IrfanView and crop it to remove background information. Then go to the image dropdown menu and select Resize/resample and you can resize the image by number of pixels or by percentage size. We suggest using 150 x 200 pixels as an appropriate size, but you can experiment until you are happy with the result. If you still have problems, then you should contact a local IT support

2.3 Special characters are not displaying correctly

Have you coded them correctly with HTML codes? Remember that HTML is not an efficient coding system, and items can appear differently on different platforms, and within platforms depending on how the user has set them up

2.4 The name of the institution is repeated within the contact details

You have probably included the name of the institution within the mailing address – delete it from the address

2.5 Whole blocks of text appear in bold/italic

This is because you added some HTML formatting, and forgot to include the "closing" code – you start bold or italic by `` or `<i>` and you need to stop bold or italic by `` or `</i>`

3. Adding and editing problems

3.1 How can I delete an article from the JOL?

There are three ways that articles can be mistakenly added to the JOL:

- You start to add an article, but change your mind and do not save the article
- You fully add an article, then realise that it should not have been added for some reason
- You fully add an article, assign it to an issue, and realise that either it is a duplicate, or for another reason needs to be removed

To delete the article:

If the article has not been saved, it will appear in **Active Submissions** (Author Role) with **Incomplete/Delete** against it – you can delete the article by clicking on the **Delete** link

If the article has been fully added and saved

- Go to **Archives** to locate the article
- Click on its **Title**

- On the editing page, go to the **Summary** on the menu
- Scroll down to **Status**
- Click on **Archive Submission** which will remove the article from any active part of the journal
- Go to **Archives** where the article can now be deleted by clicking **Delete**

Even if an article has been allocated to an issue and published, it can be removed in this way and will no longer appear on the live site

3.2 I have mistakenly allocated an article to the wrong issue

If an article appears on the **Table of contents** check the small box in the right-hand column **Remove**, and then **Save**. The article will disappear from this list

ORDER	AUTHORS	TITLE	PAGES	REMOVE	PROOFED
1. ↑ ↓	Ghimire	CONCEPT OF ENVIRONMENTAL JUSTICE IN NEPAL:...	47-50	<input type="checkbox"/>	<input type="checkbox"/>
2. ↑ ↓	Shrestha	METAL TOXICITY IN PLANTS: HOW DO METALLOPHYTES MANAGE TO...	51-54	<input type="checkbox"/>	<input type="checkbox"/>
3. ↑ ↓	Poudel	DOMESTICATING LAPSI, CHOEROSPONDIAS AXILLARIS...	55-58	<input type="checkbox"/>	<input type="checkbox"/>
4. ↑ ↓	Raut	BRICK KILNS IN KATHMANDU VALLEY: CURRENT STATUS...	59-61	<input type="checkbox"/>	<input type="checkbox"/>
5. ↑ ↓	Paudel	COMMUNITY FORESTRY IN NEPAL	62-65	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Save

The article will go back into the **Editing** queue and by going to the bottom of the page, you will be able to re-allocate it to the correct issue from the drop-down menu

Scheduling

Schedule for publication in To Be Assigned **Record**

3.3 I thought I had entered an article, but it is not appearing in the table of contents

If you have added an article but it does not appear in the table of contents of the issue you think you have selected for it – you need to do a bit of hunting...

- Go to the **Author** submission page – is the article there but with a note **incomplete** (this may happen if for some reason you have missed the **Save and continue** part of the submission – or for some reason there was a problem with the database and it did not accept the submission)
- Go to the **Editor's** homepage
- Under to **Submissions**, and check all **Unassigned** articles – does it appear there?
- Check the articles **In Review** and **In Editing** – does it appear there – if is against the wrong issue, you can change this by deleting it from the issue – see below
- Go to submissions, and check all "archive" issues – does it appear here? – if is against the wrong issue, you can change this by removing it from the issue – see below

Home > User > Editor

Editor Home

Submissions

- » [Unassigned \(0\)](#)
- » [In Review \(0\)](#)
- » [In Editing \(0\)](#)
- » [Archives](#)

Issues

- » [Create Issue](#)
- » [Notify Users](#)
- » [Future Issues](#)
- » [Back Issues](#)

3.4 Do I have to add all articles for an issue, or can I stop work when I have only added one?

You can add articles individually at times to suit yourself as the database will save them until you want to select and publish them

4. Internet problems

4.1 I started to enter an article and then my online connection was interrupted – have I lost it?

It is possible that it may have saved – see the instructions below in point 11 – but if you had not saved the first screen (where you click on the check boxes), then nothing will be saved – if you had saved this first screen, the article will probably appear within **Author Submissions** – but without any information – you can either delete the "empty" article and start again, or click on Incomplete and edit the "empty" article

4.2 What happens if my Internet connection is lost when I am in the middle of working?

Do not worry – you will not have caused a problem to the JOL. Simply remember what you have done, and when you get your Internet connection go back into the JOL to see how much of your work it has saved

4.3 After logging on, I have been using the Preview screen for a long time – am I still logged in?

Your login status will always be shown at the top of the right hand side bar

4.4 When is the best time to work on the JOL?

It is generally accepted that the Internet works fastest while America is asleep (as they are the largest user community on the web), so try to plan your work to take place when most Americans will not be on the web

4.5 I think someone has discovered my username and password and is entering data on the JOL

First, change your password immediately. Then contact the Site Administrator to report the problem

4.6 Is it all right if I share my username/password with one of my colleagues?

No. Each user should have their own username and password. If you want your colleagues to be able to enter and edit information on the JOL then you should apply to the Journal Manager to have that role assigned to them. It is a good idea to have several colleagues working on the JOL so that more than one person knows how to so it, and you can take some time off!

4.7 Can I access the JOL from anywhere in the world?

Yes, you can access and edit content on your JOL from anywhere with internet connection – the website and your username and password remain the same. However, the site is a temporary one at the moment, and the URL will change once the site goes live.

5. General problems

5.1 What do I do if I have a problem I cannot solve?

Put the problem in writing and email it to INASP (scumming@inasp.info) or send it to the Site Administrator. Make sure you describe the problem as clearly as you can, and we will help you as much as we are able

5.2 We now have another journal, can I add this?

No, only the Site Administrator can add a new journal onto the database. You need to submit the journal to the Co-ordinating Committee for the JOL and they will assess it and decide whether or

not it should be included on the JOL. However if it is accepted you will be able to edit both journals with only one username/password

5.3 How can I see what the email alerts say about my journal?

Register yourself as a user and sign up to receive an email alert for your own title – then you will receive the email every time you publish a new issue

5.4 How do I stop one of the registered users receiving email alerts for our journal?

First, ask why you want to stop them? If you really do not want them to receive email alerts, contact the Journal Manager, who can make the change to their registration – do not delete them from the list of Readers for your journal