

# How to Merge Duplicate Accounts

## Merging Duplicate Accounts

At times, duplicate accounts are mistakenly created for one user. When this happens, the editorial office will be alerted.

It is good practice to merge the accounts if it can be determined that the accounts are both owned by the same person.

In this guide we will show how to merge duplicate accounts.

## Editorial Office Administrator or Configure Manager

It is the chief administrator of the journal who can merge accounts.

The screenshot shows the user selection interface for a 'DEMO JOURNAL' in Manuscript Manager. The page title is 'DEMO JOURNAL' and the logo 'MANUSCRIPT MANAGER' is in the top right. A message reads 'Welcome Demo User - please select your role'. Below this are five role selection buttons: 'Author' (notepad icon), 'Reviewer' (two people icon), 'Co-Editor' (single person icon), 'Editorial Office' (gear icon, highlighted with a red border), and 'Editor-in-Chief' (single person icon). A 'Viewer' button (magnifying glass icon) is located below the 'Author' button. A vertical 'Help Center' button is on the right. The bottom navigation bar is green and contains three sections: 'Company' (home icon, with sub-links 'About' and 'Offices'), 'Support' (phone icon), and 'Session' (user icon).

## The alert mail

This is the alert mail, which includes the name of the user with a possible duplicate accounts. This name should be searched for in the system to find the duplicates.

## Surname

It is usually easiest to search via surname. Copy the surname from the email alert...

Possible Multiple Accounts > Inbox x



Support

11:17 (0 minutes ago)



to me ▾

Tracked

Attention:

Possible multiple accounts for: **Jason Nagle**. Login and use the search feature (last name) to identify the duplicates. Mark the suspected duplicate accounts and then use the 'go to merge' feature. Select the account that you consider to be the most recent or most used. Be careful to ensure the accounts are duplicates and not just users with the same name. Users are informed by email of the merged accounts.

YOUR SIGN IN INFORMATION

Website: <https://www.manuscriptmanager.net/opp>

Email: [apbj@manuscriptmanager.com](mailto:apbj@manuscriptmanager.com)

Forgot password or not signed in before?

Click the URL below to create/reset your password.

<https://www.manuscriptmanager.net/sLib/>

# Search

...then from the top menu bar on the editorial office administrator's dashboard, click the 'SEARCH' function.

DEMO JOURNAL

MANUSCRIPT MANAGER

Demo User as Editorial Office [ CHANGE ROLE ]    CONFIGURE    **SEARCH**    DASHBOARD    PROFILE    [ SIGN OUT ]

### DASHBOARD

#### To do

- 8 new submissions
- 0 resubmissions
- 0 restart suspended submissions

#### Overdue

- 8 Administrator new submissions
- 2 Editor-in-Chief select Associate Editor
- 6 Associate Editor selects Reviewers
- 1 overdue review

#### Monitor

- 31 all in review
- 1 suspended
- 6 new with Editor-in-Chief
- 14 Associate Editor inviting reviewers
- 2 with external reviewers
- 0 Associate Editor recommendation
- 0 Editor-in-Chief decision

### Graphs

Choose report	Start date	End date	
Manuscript overview	2020-01-01	2020-05-26	Go

Total manuscripts by status 36  
From 2020-01-01 to 2020-05-26 selected by the date of submission.

Status	Count
In review	30
Deleted	2
Rejected (before review)	0
Accepted	2
Suspended	0
Withdrawn	0
With author (revisions)	2
Rejected (after review)	0

Help Center

# 'Person'

Click to search via person

DEMO JOURNAL



Demo User as Editorial Office [ CHANGE ROLE ]

CONFIGURE

SEARCH

DASHBOARD

PROFILE

[ SIGN OUT ]

## SEARCH



Manuscript



Flag



Person

ManuscriptID like fast search number (1234)

Search on ID

Title or text (use the \* asterisk wildcard to shorten your search word)

Search on title

Authors and co-authors (surname)

Search on author

### Help topics for this page

Help topic: Search



Help Center

# 'Last name'

In this case, make sure the radio button for 'Last name' is selected

Demo User as Editorial Office [ CHANGE ROLE ]    CONFIGURE    SEARCH    DASHBOARD    PROFILE    [ SIGN OUT ]

## SEARCH

Manuscript    Flag    **Person**

Enter the search phrase in the box below (use the \* asterisk wildcard to shorten your search word)

Search on:

- Last name
- First name
- Email

Search for person

Help topics for this page

Help topic: Search +

Company  
About  
Offices

Support  
ASK A QUESTION

Session  
Demo User  
Role: Editorial Office  
[ Sign out ]

Help Center

# Paste surname

Then paste the surname into the space...

The screenshot displays the Manuscript Manager web interface. At the top, the page is titled "DEMO JOURNAL" and the "MANUSCRIPT MANAGER" logo is visible. A navigation bar includes the user name "Andy Beare as Editorial Office [CHANGE ROLE]", and menu items for "CONFIGURE", "SEARCH", "DASHBOARD", "PROFILE", and "[SIGN OUT]".

The main content area is titled "SEARCH" and features three icons: "Manuscript", "Flag", and "Person". Below these icons is a search input field containing the text "Nagle", which is highlighted with a red rectangular box. A tooltip above the field reads: "Enter the search phrase in the box below (use the \* asterisk wildcard to shorten your search word)".

Under the search field, the "Search on:" section has three radio button options: "Last name" (which is selected), "First name", and "Email". A green "Search for person" button is located to the right of these options.

At the bottom of the search area, there is a "Help topics for this page" section with a list item "Help topic: Search" and a plus sign icon.

A vertical "Help Center" button is located on the right edge of the interface.

# 'Search for person'

And click, 'Search for person'

DEMO JOURNAL

MANUSCRIPT MANAGER

Andy Beare as Editorial Office [CHANGE ROLE]    CONFIGURE    SEARCH    DASHBOARD    PROFILE    [SIGN OUT]

SEARCH

Manuscript    Flag    Person

Enter the search phrase in the box below (use the \* asterisk wildcard to shorten your search word)

Nagle

Search on:

- Last name
- First name
- Email

Search for person

Help topics for this page

Help topic: Search +

## Search results

Then the search results list appears- a short list of every account with this last name.

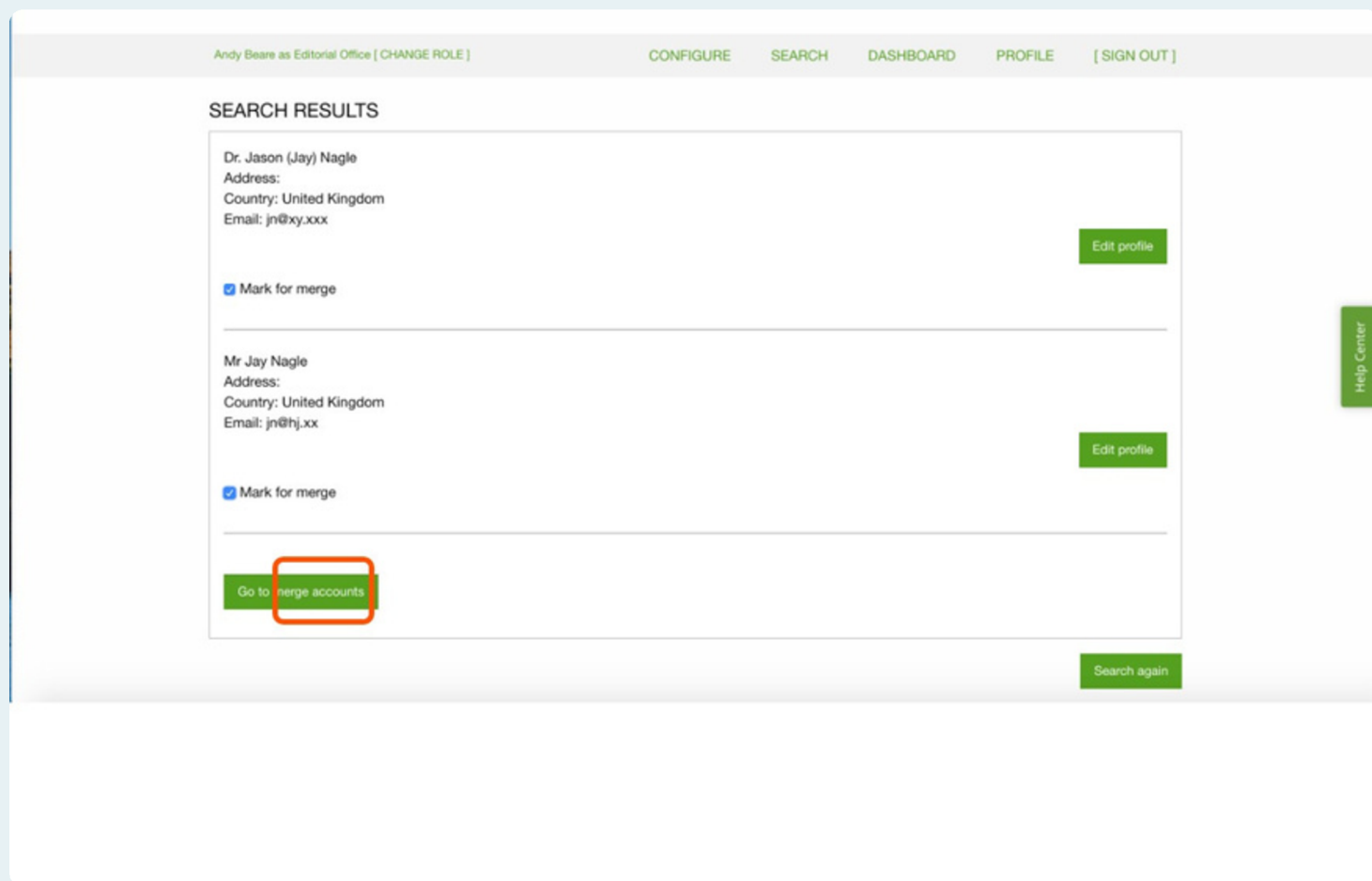
# 'Mark for merge'

Click 'Mark for merge' under the accounts likely to be duplicates

The screenshot shows a user interface with a top navigation bar containing the text "Andy Beare as Editorial Office [ CHANGE ROLE ]" and menu items "CONFIGURE", "SEARCH", "DASHBOARD", "PROFILE", and "[ SIGN OUT ]". Below the navigation bar is a "SEARCH RESULTS" section. It contains two entries for "Dr. Jason (Jay) Nagle" and "Mr Jay Nagle". Each entry includes fields for "Address:", "Country: United Kingdom", and "Email:". To the right of each entry is an "Edit profile" button. Below each entry is a "Mark for merge" checkbox. The checkbox for the first entry is highlighted with a red box. At the bottom of the search results area is a "Go to merge accounts" button. To the right of the search results area is a "Search again" button. On the far right edge of the interface is a vertical "Help Center" button.

## Mark for merge, then...

Then click, 'Go to merge accounts'



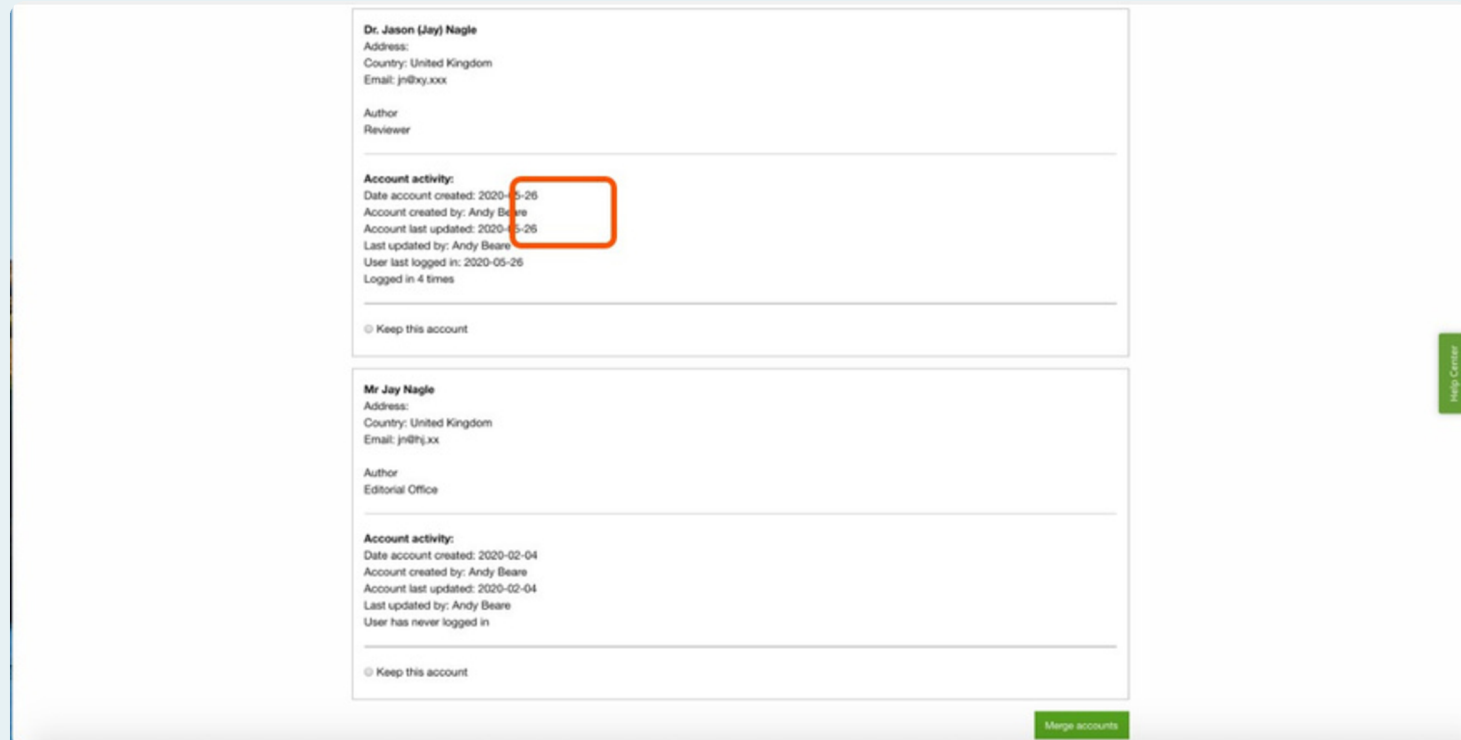
The screenshot shows a user interface with a top navigation bar containing the text "Andy Beare as Editorial Office [ CHANGE ROLE ]" and menu items "CONFIGURE", "SEARCH", "DASHBOARD", "PROFILE", and "[ SIGN OUT ]". Below the navigation bar is a "SEARCH RESULTS" section. It contains two entries for "Dr. Jason (Jay) Nagle" and "Mr Jay Nagle". Each entry includes fields for "Address:", "Country: United Kingdom", and "Email:". To the right of each entry is an "Edit profile" button. Below each entry is a checkbox labeled "Mark for merge", which is checked. At the bottom of the search results area is a button labeled "Go to merge accounts", which is highlighted with a red rectangular box. To the right of the search results area is a vertical "Help Center" button. At the bottom right of the search results area is a "Search again" button.

## Search results

The extended list of search results is then generated and a summary of the details of each account registered under this surname can be read.

# 'Account activity'

Account activity highlights will be listed, including information about number of times the user has logged in and who created the account.



The screenshot displays a comparison of two accounts for 'Dr. Jason (Jay) Nagle' and 'Mr Jay Nagle'. Each account entry includes personal details, roles, and a section for 'Account activity'. The 'Account activity' for the top account is highlighted with a red box. A 'Merge accounts' button is located at the bottom right of the comparison area.

Account Name	Address	Country	Email	Author	Reviewer	Account activity
Dr. Jason (Jay) Nagle	United Kingdom	United Kingdom	jn@xy.xxx	Author	Reviewer	Date account created: 2020-05-26 Account created by: Andy Beare Account last updated: 2020-05-26 Last updated by: Andy Beare User last logged in: 2020-05-26 Logged in 4 times
Mr Jay Nagle	United Kingdom	United Kingdom	jn@hj.xx	Author	Editorial Office	Date account created: 2020-02-04 Account created by: Andy Beare Account last updated: 2020-02-04 Last updated by: Andy Beare User has never logged in

Keep this account

Keep this account

Merge accounts

## Comparing 'Account activity'

Comparing the information for the accounts listed will show which account has been most used and which has been most recently in use.

These bits of information, in addition to country listed and other details can help determine whether the owner of the two accounts is the same person, and whether the accounts should be merged.

The screenshot displays a comparison of two accounts. The top account is for Dr. Jason (Jay) Nagle, with details including address, country, email, author role, and account activity. The bottom account is for Mr Jay Nagle, with similar details. A red box highlights the 'User has never logged in' status for the bottom account. A 'Merge accounts' button is visible at the bottom right of the comparison area.

Account Name	Address	Country	Email	Author	Account Activity
Dr. Jason (Jay) Nagle		United Kingdom	jn@ky.xxx	Reviewer	Date account created: 2020-05-26 Account created by: Andy Beare Account last updated: 2020-05-26 Last updated by: Andy Beare User last logged in: 2020-05-26 Logged in 4 times
Mr Jay Nagle		United Kingdom	jn@hj.xx	Editorial Office	Date account created: 2020-02-04 Account created by: Andy Beare Account last updated: 2020-02-04 Last updated by: Andy Beare User has never logged in

# 'Keep this account'

Finally, the account / email address to be preserved can be selected.

<p><b>Dr. Jason (Jay) Nagle</b> Address: Country: United Kingdom Email: jn@xy.xxx</p> <p>Author Reviewer</p> <hr/> <p><b>Account activity:</b> Date account created: 2020-05-26 Account created by: Andy Beare Account last updated: 2020-05-26 Last updated by: Andy Beare User last logged in: 2020-05-26 Logged in 4 times</p> <p><input checked="" type="checkbox"/> Keep this account</p>
<p><b>Mr Jay Nagle</b> Address: Country: United Kingdom Email: jn@hj.xx</p> <p>Author Editorial Office</p> <hr/> <p><b>Account activity:</b> Date account created: 2020-02-04 Account created by: Andy Beare Account last updated: 2020-02-04 Last updated by: Andy Beare User has never logged in</p> <p><input type="radio"/> Keep this account</p>

Merge accounts

# 'Merge accounts'

Then, 'Merge accounts' can be clicked to perform the action.

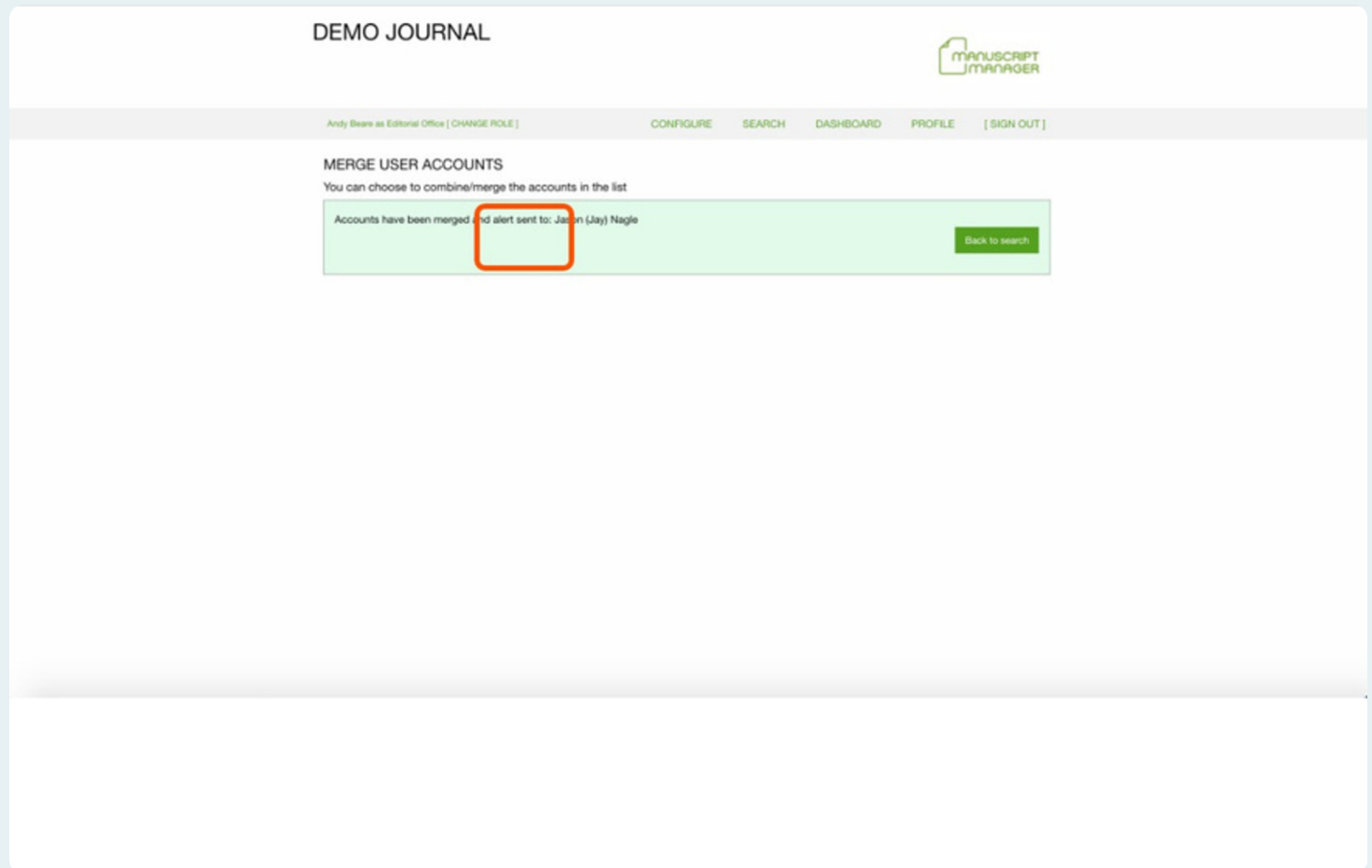
The screenshot displays two user profiles side-by-side. The top profile is for 'Dr. Jason (Jay) Nagle', with details including address, country (United Kingdom), email (jn@xy.xxx), author status, and reviewer role. Below this is an 'Account activity' section showing creation and update dates (2020-05-26) and login history (logged in 4 times). A radio button labeled 'Keep this account' is selected. The bottom profile is for 'Mr Jay Nagle', with similar details including address, country, email (jn@hj.xx), author status, and editorial office role. Its 'Account activity' section shows creation and update dates (2020-02-04) and notes that the user has never logged in. A radio button labeled 'Keep this account' is unselected. A green 'Merge accounts' button is located at the bottom right of the profiles, highlighted with a red rectangular box. A vertical 'Help Center' link is visible on the far right edge of the interface.

## Accounts have been merged

A confirmation then appears on the screen announcing that the accounts have been merged

## Alert sent

An alert is also sent at this time to the user.



The screenshot displays the Manuscript Manager interface. At the top, it says "DEMO JOURNAL" and "MANUSCRIPT MANAGER". Below this is a navigation bar with links for "CONFIGURE", "SEARCH", "DASHBOARD", "PROFILE", and "[ SIGN OUT ]". The user is identified as "Andy Beare as Editorial Office [ CHANGE ROLE ]". The main content area is titled "MERGE USER ACCOUNTS" and includes the instruction "You can choose to combine/merge the accounts in the list". A green confirmation message states "Accounts have been merged and alert sent to: Jason (Jay) Nagle". A red box highlights the name "Jason (Jay) Nagle" in the message. A "Back to search" button is located to the right of the message.

## Important note:

If it cannot be determined that the accounts have the same owner, then the accounts should NOT be merged.

Merging accounts is irreversible.