

## MacOPS FAQs for Authors

The below Frequently Asked Questions (FAQs) are applicable for both off-line and on-line Annotation versions:

**Query 1:** I am getting the below page (see [Figure 1](#)) when I try to access the proof using the link or Author URL provided in the e-mail notification.



Figure 1

**Answer:** The URL in the e-mail notification may be broken into more than one line. In this case, please copy and paste the entire URL in your web browser namely Internet Explorer or Firefox or Google Chrome.

For e.g.: Broken link

[http://elsevier.mac-ops.com/authorproofs/XXX\\_1234/468e65c058fbe0](http://elsevier.mac-ops.com/authorproofs/XXX_1234/468e65c058fbe0)

Correct link

[http://elsevier.mac-ops.com/authorproofs/XXX\\_1234/468e65c058fbe0bd2e4839a061e0609e](http://elsevier.mac-ops.com/authorproofs/XXX_1234/468e65c058fbe0bd2e4839a061e0609e)

**Query 2:** Why am I not able to view my proofs when I click the link in the e-mail?

**A:** You are not able to view your proofs for the below possibilities:

1. The date to access your proof may have expired.
2. Your PC may not be connected to the Internet.

**Query 3:** I am not able to open PDF file when I click [Help with annotation of PDF files](#) link.

**A:** The View option for PDF's requires Acrobat Reader version 8.0 and above to be installed on your PC. You can download Acrobat Reader for free from <http://www.adobe.com/products/acrobat/readstep2.html>.

**Query 4:** When I click on the File Name link from download your proof page, the download window does not appear.

**A:** This system works with Microsoft Internet Explorer version 7 and above; Firefox 3.5 or Google Chrome 5.0. Please use the mentioned browser versions only.

**Query 5:** I selected 'Download' and then 'Open', but I am getting an error message.

**A:** Delete all temporary Internet files (For Microsoft Internet Explorer version 7 browser: Select Tools menu, then click Internet Options; click Delete Files in Temporary Internet files section) and try again.

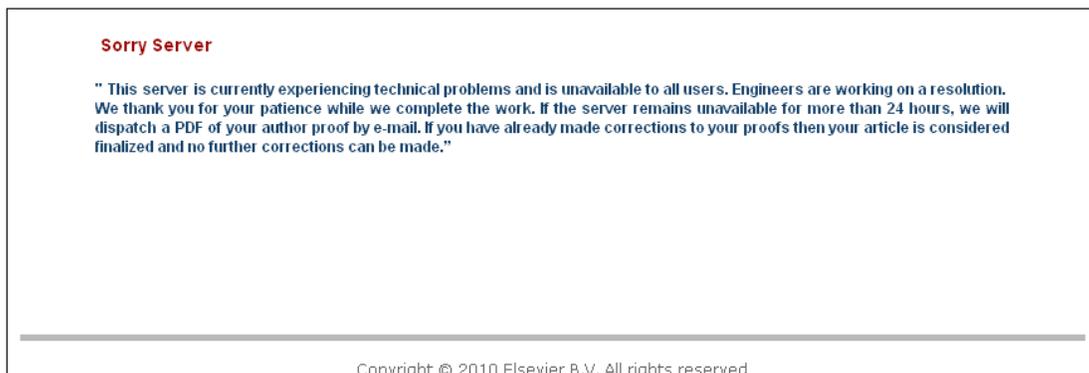
**Query 6:** I am getting the below message (see [Figure 2](#)) when I try to access the link in the e-mail notification:



**Figure 2**

**A:** The above page is displayed when the author has already submitted the proof for corrections and the article is in S200 stage; the same link cannot be accessed again.

**Query 7:** Why am I getting the below Sorry Server page (see [Figure 3](#)) when I try to access the proof using the link provided in the e-mail notification?



**Figure 3**

**A:** You may get Sorry Server page due to the below possibilities

1. Server may be unavailable at that moment due to various technical reasons.
2. It can be due to maintenance work on the server.

**Query 8:** I am not able to view Author landing page when clicked on the URL mentioned in the e-mail template.

**A:** The web pages can be displayed with the following browsers:

- Microsoft Internet Explorer version 7 and above
- Firefox 3.5
- Google Chrome 5.0

Please use the mentioned browser versions only.

**Query 9:** Why am I getting the below page (see [Figure 4](#)) when I try to access the proof using the link provided in the e-mail notification?



**Figure 4**

**A:** The above page is displayed when the author submits or finalizes the proof after making corrections. The author is trying to access the link again from the old e-mail notification.

**Note:** *The proof is not yet in S200 stage when this page is displayed.*

The below FAQs are applicable for on-line Annotation versions only:

**Query 10:** Why do I have to enter details in Review Profile dialog box to be a reviewer?



Review Profile

Please create or update your review profile.

Name:  \*

Email Address:  \*

Job Title:  \*

Company:

\* required

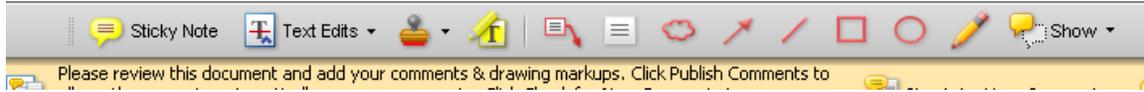
OK Cancel

**Figure 5**

**A:** Review Profile dialog box (see [Figure 5](#)) appears for the following reasons:

1. This dialog box appears if you try to access the proof for annotation for the first time. This dialog box is displayed by Adobe by default as first time configuration.
2. Details have to be filled only once; this dialog box will not appear once you filled the details and click OK button.
3. This is to provide the details of a reviewer (such as Name, E-mail, etc.) to the system.
4. The user details (Name and E-mail address) will appear as a part of corrections in the PDF after submission.

**Query 11:** Editor bar not appearing - Why am I not getting the editor tool box when I try to access the proof for annotation?



**A:** This requires Acrobat Reader version to be installed properly on your PC. You can download Acrobat Reader for free from <http://www.adobe.com/products/acrobat/readstep2.html>

**Query 12:** Why am I not able to submit when I click Finalize?

**A:** You are not able to submit due to the below possibility:

- Your PC may not be connected to the Internet.

This may be because your PC may have temporarily disconnected from the network. (Your VPN connection isn't active or your network cable is disconnected).

**Query 13:** I was not able to open the online PDF for reviewing in Firefox sometime.

**A:** The below instructions are listed to help Authors or Reviewers who are accessing MacOPS Author landing page for making corrections. It is advisable to wait till the page is completed loaded before proceeding with access the landing page. The below screenshots are taken in the same sequence as per the status (in the browser's status bar), highlighted within a rectangle (in red color) and an arrow.

**Note:** The below screenshots is applicable for all browsers – Internet Explorer, Firefox and Google Chrome.

a. Status 1 (see Figure 6) - 'Transferring data from www.google-analytics.com...'

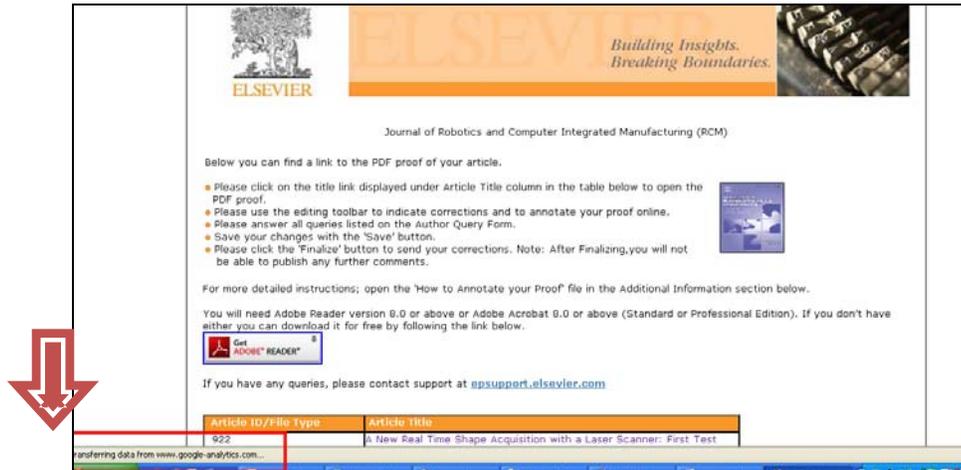


Figure 6

b. Status 2 (see Figure 7) - 'Transferring data from Elsevier.mac-ops.com...'

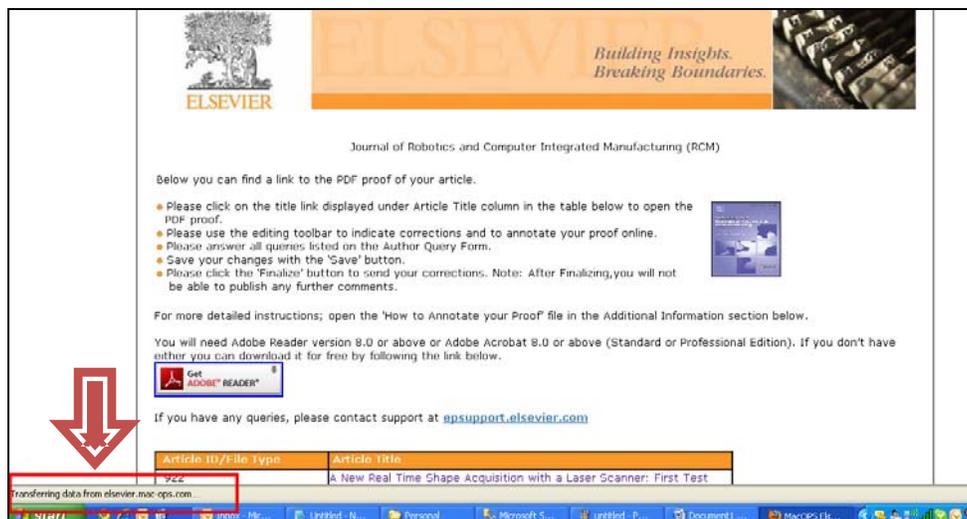


Figure 7

c. Status 3 (see Figure 8) – ‘Waiting for Elsevier.mac-ops.com...’



Figure 8

d. Welcome window pop-up (see Figure 9) : This pop-up (Reviewer profile) is displayed once the data is completed transferred. Click ‘OK’ button on the screen below to access the Author landing page. It is advisable for the Author or the reviewer to wait till the below pop-up is displayed.

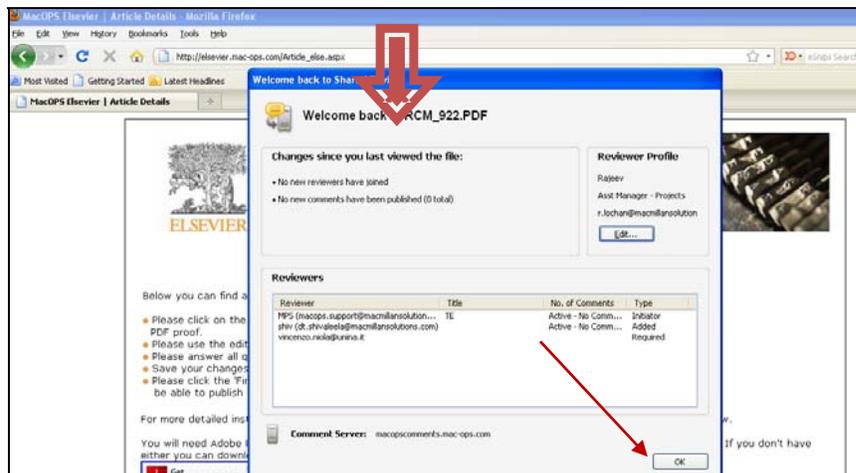


Figure 9