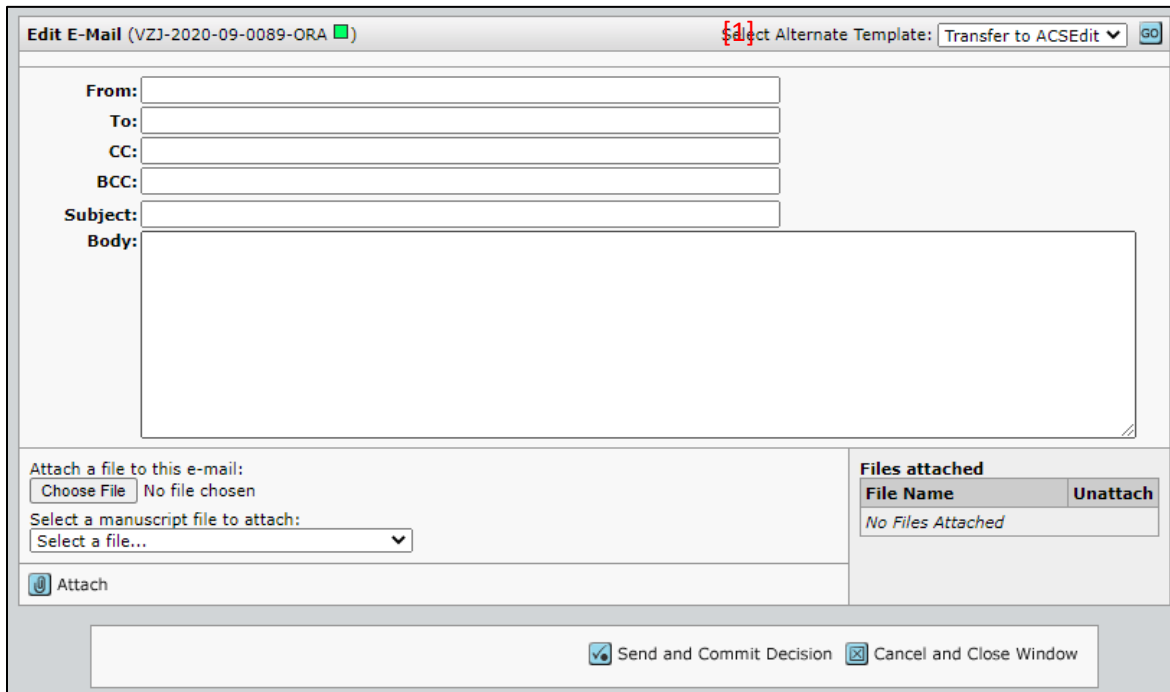# Email Templates

Email Templates Overview

Email templates are used throughout the ScholarOne sites as a way to send notifications, reminders, invitations, requests, and more. They fall into a few different categories:

- Automated emails, which are automatically sent by the system. These include notification emails when an author submits a paper, plagiarism concern notifications, and task reminder emails.
- Emails that can be edited before sending, which will pop-up when certain actions are taken, but can be edited before they are sent. These include reviewer invitation emails, decision letters, and recommendations. Most of these emails must be sent before certain actions can be completed within the system, such as decisions or recommendations.
- Manual emails, which are generated when a user clicks on another user's name in the system. These are the best way to send communications that can be tracked within the system (see the Audit Trail page for more information) and are most often used for miscellaneous requests or notifications, such as a request for more information, new files, or an update to a request.

Regardless of the type of email being sent, the general layout for an email looks like this:

Please note that some areas above may not be available or look different across different templates.

Switching Templates

For some actions, you might have access to several template options within an email that opens. The most common example of this is for transferring papers to another journal.

If this is the case and you need to switch to another template, please use the "Select Alternate Template" dropdown in the top right corner (see [1] above). Please note that you will need to not only select the correct template, but then hit the "Go" button to reload the new template.

Can I request changes to an email template?

In performing your duties, you may find there are occasions when you want to change the way an email template works, such as adding the AE to the CC field, changing the wording, or updating a signature.

If that is the case, please email manuscripts@sciencesocieties.org with the following information:

- The email template you would like to change. Please be as specific as possible, being careful to define what triggers the email (such as "transfer email to A&EL") as well as your role (Editor, TE, AE, etc.).
- What change you would like to make.
- The justification for the requested change, particularly if there is a specific problem the change would fix, the benefit it would provide, or any other considerations. For example, are there other systems that handle this differently/better? Other ways we can improve?
- Any screenshots of the problem, if applicable.

When we receive your email, it will be routed up the appropriate approval chain for review and possible implementation across journals.

How can I report errors in an email template?

If you find an error in an email template, such as a typo or broken/outdated link, please email manuscripts@sciencesocieties.org with the following information:

- The email template with the error. Please be as specific as possible, being careful to define what triggers the email (such as "transfer email to A&EL") as well as your role (Editor, TE, AE, etc.).
- The error in the email, as well as the change needed.
- The manuscript id of the paper where you noticed the error, if applicable.
- Any relevant screenshots of the problem, if applicable.

If you or another user have not received an email you think you should have, please check the audit trail first (see Audit Trail page for more information) as that would confirm whether or not the email was sent and help you find any errors that could have caused it such as typos in an email address or duplicate accounts. If you cannot find it, please send an email to manuscripts@sciencesocieties.org with as much information as you can provide, using the bulleted lists above as a guideline for what is helpful to include. Please also forward any relevant emails from the system, such as errors or bounce back emails, and any relevant dates, such as an approximation of how long the error has been happening or the date that it occurred (when possible).

If you notice that the email for a user is incorrect, please see our page on Updating Account Information.

Agronomy Journal | Crop Science | Soil Science Society of America Journal
Agriculture & Environmental Letters | Agrosystems, Geoscience & Environment | The Plant Genome | The Plant Phenome Journal
Urban Agriculture & Regional Food Systems | Vadose Zone Journal | Crop, Forage & Turfgrass Management
Journal of Environmental Quality | Journal of Plant Registrations | Natural Sciences Education

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