

Frequently Asked Questions (FAQ)

OpusSoft

FAQ 1: I would like to submit an article for publication at Tropical Biomedicine (TB) through its journal management system. How do I register as a new user at the system?

Answer: Manuscript submission to TB and subsequent review process are managed through our online journal management system powered by OpusSoft®. Please follow the steps in **Technical Guide #1** to register as a new OpusSoft user. User registration at OpusSoft is basically a two-step process comprising (i) verification of email address, and (ii) creation of a basic profile. Kindly ensure both of these steps are taken.

FAQ 2: I would like to be a reviewer for TB. How do I register as a Reviewer?

Answer: You may request to become a Reviewer via OpusSoft by following the steps in **Technical Guide #2**. If you are not hearing from us on the decision of your request, you may write in to editor.msptm@gmail.com to enquire the status. Please include "Status of Request to become a Reviewer" in the email subject.

FAQ 3: I have been assigned a manuscript to review. How do I track my review at OpusSoft?

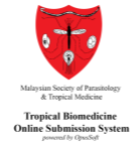
Answer: If your appointment as a Reviewer is active, you will be invited to review manuscripts that fall under your expertise area(s) via email. You may then act on the invitation either at the email itself or by logging in to the OpusSoft system. If you accept the invitation, you can track your review assignment by following the steps in **Technical Guide #3**.

FAQ 4: I am not receiving any or some automated emails from OpusSoft. Why is it so?

Answer: All automated emails pertinent to account creation and manuscript transactions at OpusSoft will come from support@myopustech.com. Please add this email address into the contacts, whitelist or safe senders list in your email system to ensure that you definitely receive the email.

Also, automated emails may not arrive instantly at your **Inbox** and sometimes could take a few minutes to arrive due to various reasons. You need to also check your **Spam** or **Junk** folder before contacting us at editor.msptm@gmail.com if the expected emails do not come in.

TROPICAL BIOMEDICINE ONLINE JOURNAL MANAGEMENT SYSTEM



FAQ 5: I just signed up but not able to login to the OpusSoft system. What should I do?

Answer: There are several possible reasons why a registered account could not be accessed. Here are three of them.

Please make sure the password is accurate. If you think the password is forgotten and could not be retrieved at your end, kindly request for a Password Reset by sending an email to editor.msptm@gmail.com and include "OpusSoft Password Reset Request" in the subject.

The verification email in [FAQ1](#) may not have been acted upon. Please proceed to retrieve and act on the verification email. If you think the verification email could not be detected in your Inbox, Spam or Junk folders, kindly request to resend the verification email by sending an email to editor.msptm@gmail.com and include "OpusSoft Resend Verification Email Request" in the subject.

In the event that both of the above possibilities are irrelevant, you may always create a new account either by using another email address as your login ID, **OR** request to delete your unverified account by sending an email to editor.msptm@gmail.com and include "OpusSoft Delete My Unverified Account" in the subject. When your outgoing account is completely deleted, you will be notified via email. Subsequent to this, you will be able to use the original email address as your login ID.

FAQ 6: How do I track my submitted manuscript at OpusSoft?

Answer: The OpusSoft system captures several milestones pertinent to the (i) acceptance of your manuscript for review, (ii) the review progress status, and (iii) preparation of the proof-read version. These milestones are reflected at the tabs in **My Manuscript Submission List** in the system as follows:

- Milestone 1: Successful submission of your manuscript.
- Milestone 2: Passing of pre-screening check for fitness, relevance and scope.
- Milestone 3: Completion of a full technical review by reviewers.
- Milestone 4: Editorial decision on the outcome of the full review process.
- Milestone 5: Resubmission of revised manuscript for final editorial decision (subject to Milestone 4).
- Milestone 6: Payment of article processing fee or any relevant charges (if applicable).
- Milestone 7: Validation of galley proof for publication.

The system will trigger an automated email at every juncture of these milestones. If you are not seeing the emails in your Inbox, please check out [FAQ 4](#).