

## Frequently Asked Questions

### 1 Access

*How do I access the system?*

*I have a valid CrsID and Raven credentials but can't log in*

*Can I only access it on a Cambridge University networked computer?*

### 2 Publications

*How do I accept or decline publications?*

*Can I accept or decline more than one pending publication in one step?*

*What happens to declined publications?*

*How often does it search for new publications?*

*What about my previous publications?*

*How can I import and export publications?*

*How can I add manually publications?*

*Can I add missing co-authors?*

*I can't find the type of output*

*I have a departmental webpage. Can I source publications directly into it?*

### 3 Search settings and how to change these

*The software found no publications*

*The software found too many publications*

*When do I get the results of the new search?*

### 4 Import, Export and merging publications....

*I have a RefManager or EndNote database of my publications. Can I import these and how?*

*I have a Word document or an Excel file with my publications. Can I import these?*

*Can I import Bibtex files?*

*What happens to duplicated publications (while importing)?*

*Can I merge publications after approval?*

*Can I split or remove a data source from a publication?*

*There is a mistake in the automatically retrieved publication. How can I change it?*

### 5 What can I do with my publications?

*Export*

*Explore and Network*

*Keeping track of citations*

*Access publications online*

*Deposit it in the Institutional repository (available soon)*

*Tag your outputs with keywords*

*Add relationships*

### 6 Citation counts

*Why Web of Science and Scopus?*

*Are these up to date?*

*How are these data used?*

### 7 Browse and search all of Cambridge's publications

### 8 Delegate and impersonate

*Choosing a delegate*

*Impersonating someone else*

### 9 Who administers the software and who owns the data?

## 1 Access

### ***How do I access the system?***

**Symplectic** uses the RAVEN authentication protocol already in use across the University on a variety of software tools. Once you go to the web address [ref.cam.ac.uk](http://ref.cam.ac.uk) you will be asked for your CrsID and RAVEN password. After login you will enter the user interface with a summary of your publications, search settings and toolbar.

### ***I have a valid CrsID and Raven credentials but can't log in***

If it is your first login into the software, please contact either your departmental administrator or the system administrator ([jw312@admin.cam.ac.uk](mailto:jw312@admin.cam.ac.uk)).

If you successfully logged in and used the system before, then the reason is either a server downtime or expiry of your RAVEN credentials.

### ***Can I only access it on a Cambridge University networked computer?***

No, you can access the web-based system with your RAVEN credentials on any computer with internet access. For security reasons, please close the web browser once you logged out.

## 2 Publications

### ***How do I accept or decline publications?***

Clicking on the number of pending publications opens a list of all outputs the software found with your search settings. Ticking the green button approves a publication and ticking the red button declines a publication.

### ***Can I accept or decline more than one pending publication in one step?***

Yes. By selecting all publications to be approved or declined in the top left corner and then press/tick approve you can process more publications in one step.

### ***What happens to declined publications?***

A declined publication will not be presented to you for a second time. Automated searches will 'remember' that you declined that publication. All declined publications are kept in a declined publications folder, which you can access any time. You can approve an already declined publication by ticking the green box. Please be aware that the publication will be put directly into the approved publications folder, not the pending one.

### ***How often does it search for new publications?***

We set an automatic search every two weeks. Independent of the two week rhythm the software will put you automatically into a new search once you changed or amended your search settings. This search will take place within the next hour

### ***What about my previous publications?***

There are two possible ways of capturing your previous publications. You can either import these from other sources (EndNote database, Ref Manager) or edit the search settings to accomplish that task.

### ***How can I import and export publications?***

See separate chapter 4 in this guide. If you need more details on how to import and export, please refer to the import/export guide in the help menu in the top right corner in the toolbar.

### ***How can I add manually publications?***

For every type of research output you can manually add new entries. Clicking on the 'Add new' adjacent to the type of output, you will be presented with a new page asking for mandatory details (e.g. title). You are automatically set as author.

In case of adding a book, you can use the ISBN number to populate all available information for this book.

***Can I add missing co-authors?***

Yes, you can add (or edit) the authorship of individual publications in the Edit manual field.

If you want to add another Cambridge user as author, this can easily be achieved in the 'Cambridge User' tab in the particular publication. Once you type in the additional author's surname (followed by the first name) you will be offered a drop-down menu with names. Select the correct one by clicking the + sign. If your Cambridge colleague is not in the menu, please contact your departmental contact or the system administrator.

***I can't find the type of output***

The web-based user interface displays the most common types of output. You can retrieve all possible types of output by clicking on 'Others' in the Publication field.

This will expand your view to all available types of outputs.

***I have a departmental webpage. Can I source publications directly into it?***

There is a possibility to achieve this. Due to the huge variety and individual design of Departmental web pages, please contact your departmental contact and/or your Computer Officer first.

### **3 Search settings and how to change these**

***The software found no publications***

The key to solving this problem is a first check of the main search criteria

***(1) Name settings***

Your name and in particular your initials in your publication might not be the same as we have in your default user setting. Please check these first and add all name settings you ever published with (especially initials, previous names)

***(2) Databases***

For your particular field of research the default set of databases might not be used to its maximum. You may enter additional databases available in the search settings.

***(3) Affiliation***

In many cases we don't know your previous affiliation and often the default settings contain 'Cambridge' as an address. Please enter additional city names, or institutions. Sometimes abbreviations for research centres or postcodes might make a difference to.

For all changes in your search settings, please don't forget to save the new settings. Once you saved these, a new search will be triggered and results will be available after an hour. You can check if the search has taken place by looking at the information in your front page, where it says when the last sync took place. In case your email notification is switched on, you will be notified automatically.

***The software found too many publications***

The first step to solving this problem is a refinement of the main search criteria  
(Comment: If you want to have your pending publication profile reset, please let your group administrator or system administrator know – they can set it back to Zero. Otherwise you have to decline most of the false positive outputs)

***(1) Name settings and affiliation***

Your name might be a very common surname, in which case your default user setting should already include 'Cambridge' as affiliation. If not, please enter your affiliation(s) and make sure all name settings (initials) are correct.

## **(2) Databases**

You might adjust the default set of databases as well. For many false positives from medical or physical Sciences you might switch off PubMed or arXiv respectively. If that still does not deliver better results you might refine within each database various search setting by choosing keywords etc. After saving the new settings a new search will be triggered.

## **(3) Start date**

Another option to minimise the number of false positives is the set of a start date. The main database provider increase their respective coverage not only of journals, but also historic records are available in higher numbers. Setting a start date of your publishing activities can also prevent the software presenting you with wrong outputs.

### ***When do I get the results of the new search?***

Once you finalised and saved your new search settings the software will automatically start a search for you within one and one and a half hour. If the software found and synchronised your profile with new pending publications, and you are part of the email notification system, an email will be sent to you informing you of newly retrieved publications.

You can check if the search has taken place by looking at the information in your front page, where it says when the last search took place.

## **4 Import, Export and merging publications....**

### ***I have a RefManager or EndNote database of my publications. Can I import these and how?***

Yes, you can import your publications from an existing database. You need to export a RIS file of your publications, which can be uploaded via the home screen, when you click 'My elements' > 'Import'. This will open a new window where you can upload your file(s).

If you need more details on how to import, please refer to the import/export guide in the help menu in the top right corner in the toolbar.

### ***I have a Word document or an Excel file with my publications. Can I import these?***

No.

### ***Can I import Bibtex files?***

Yes. Bibtex files can be uploaded via the home screen, when you click 'My elements' > 'Import'. This will open a new window where you can upload your file.

If you need more details on how to import, please refer to the import/export guide in the help menu in the top right corner in the toolbar.

### ***What happens to duplicated publications (while importing)?***

The software will recognise duplicates and will ask you if you want to merge these. If you accept, you will see an additional datasource in your publication summary. If you decline, the software will keep it as a separate publication. You can merge publications at a later stage still (see next question)

### ***Can I merge publications after approval?***

Yes you can. Select the publications to be merged by clicking the workspace sign in the publications toolbar. The selected publications will appear in the workspace (in the top right corner in the toolbar) where you will be asked to merge the publications.

This will result in one merged output (with different sources). You can select the source which is by default the representative in the publication summary.

***Can I split or remove a data source from a publication?***

Yes. Select the data source tap in the publication and click the blue separator arrow in front of the data source you want to remove from this output.

***There is a mistake in the automatically retrieved publication. How can I change it?***

In each publication's toolbar is a tab 'Edit manual record'. Selecting this tab will open all available bibliographic data for this output. You can adjust or edit the entry and save your changes.

## **5 What can I do with my publications?**

***Export***

You have the possibility to export your publications in various formats to either build-up or update an existing database. You can create Excel/CSV spreadsheets of your publications. You also might use an export of your profile to populate webpages.

***Explore and Network***

Searches for publications (sorted by subject or user) give you the opportunity to access details of these publications (abstracts, etc). You can also follow up on each publication's or user's network.

There is another way of accessing your and other users net of Cambridge co-authors: In your user profile you'll be presented with a list of all your Cambridge co-authors. Clicking on their respective name will lead you to their 'network' of approved publications with all other Cambridge co-authors.

***Keeping track of citations***

The software synchronises every hour citation counts for all your publications for Web of Science and SCOPUS (if applicable). There is no need to search separately in ISI etc for your latest citation counts.

***Access publications online***

In case your publication is available online via a doi, you can access your publication directly from your profile

***Deposit it in the Institutional repository (available soon)***

If applicable, you can deposit your full publication via a link directly into the University's repository DSpace.

***Tag your outputs with keywords***

Editing a publication gives you the possibility to add tags to each item, which are searchable. You will see in the keyword section that, depending on the publisher, a list of keywords are already tagged to your publications – which of course you are free to edit, delete or amend.

***Add relationships***

Every output can be linked to other outputs in a way that one derives from the other / or is a derivative. Additionally, the software suggests links (to your outputs) which you might use, or you can create a new link to any other item in your profile.

Outputs can also be linked to other users. Links to professional activities, projects, grants are further options; this however needs additional modules in the software (on trial soon).

## **6 Citation counts**

### ***Why Web of Science and Scopus?***

Both databases provide a vast amount of citation data, which are based on verified data sources. Comparing either of these data to Google Scholar citation counts might vary drastically due to Google Scholar data not being thoroughly verified.

### ***Are these up to date?***

Where citation data are available, these are updated on an hourly basis.

### ***How are these data used?***

The citation data are provided for information only. These data are raw data and have not been normalised in any form. The citation count is provided for academic users to make them aware of these publically available data, which in a number of disciplines might be used to inform peer review. Use in or for bibliometrics is not implied, as a use of bibliometrics data in a HEFCE pilot study revealed its limited use in judging the quality of research (and outputs).

## **7 Browse and search all of Cambridge's publications**

All approved publications in Cambridge are searchable. A keyword search will provide you with all outputs where the key word is in either title or abstract. The search results can be sorted by object or user. Sorting by user will provide you with a descending list of users (user with most hits on top of the list). You can limit your search to Departments, groups or individuals. Further criteria are publication dates or types of outputs. Searches can also be saved for later reference.

## **8 Delegate and impersonate**

### ***Choosing a delegate***

A user can delegate rights to other users of the software to manage his/her publications. Follow the screen instructions for selecting your delegate.

Please be aware,

(1) that your delegate needs to be a user of the system too. If he/she can't be found please contact your departmental administrator.

(2) that the delegate receives the identical email notifications as you do.

### ***Impersonating someone else***

The impersonate functionality (in the tool bar) is only available to delegates (and group administrators). If you are a delegate you can administer all outputs of your colleague. Any action will be logged and is visible to the user and the delegate via the 'History' tab in each output.

## **9 Who administers the software and who owns the data?**

The software is administered by the Academic Division (Academic Secretary's Section). Each Department has a departmental group administrator to help with the maintenance of the Department's data.

The software benefits from an automatic user feed for which an interface with the CHRIS system was established. This guarantees an up-to-date user profile in the software.

Once a user has left, his or her profile will be inactive, however the publication data he/she gathered during affiliation with Cambridge University will be kept.