

De Gruyter CMS: FAQs for Authors

This document addresses difficulties, which authors, who are writing articles/entries for several De Gruyter publications, might encounter in the Content Management System (CMS). The FAQs are in addition to the CMS user guides, which are available for all publications. This document also contains a list of contacts at De Gruyter whom you can turn to if you do not find an answer here.

These FAQs use a couple of acronyms/abbreviations:

CMS = Content Management System

AMD = Art Market Dictionary

EBR = Encyclopedia of the Bible and Its Reception

EJCR = Encyclopedia of Jewish Christian Relations

HBZ = Handbook of Zoology

LME = Linguistic Minorities in Europe

URBREL = Religion and Urbanity Online

WSK = Wörterbücher zur Sprach- und Kommunikationswissenschaft

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First steps: Browser, Language, Contracts & Opening Articles

Which browser should I use when working in De Gruyter's Content Management System (CMS)?

We strongly recommend you use Google Chrome. The system is optimized to work best with this browser.

I usually do not use Chrome. How do I install it?

Open <https://www.google.com/chrome/> and click on the download button. Follow the instructions as shown. If this does not work, we unfortunately cannot assist you any further and recommend using another browser or getting help from your IT department/expert.

I could not download Chrome/do not want to use Chrome. Is there an alternative?

Microsoft Edge and Firefox should work well. However, keep in mind that the system works best with Chrome.

I logged into the CMS and the "EULA Agreement" opened. What is it and what should I do?

EULA stands for "End User License Agreement". You have to accept it after your first login in order to use the CMS. To do so select the checkbox at the bottom and then click "Ok".

I cannot find the checkbox and button to accept the EULA Agreement. What should I do?

When working with a rather small screen, it is possible that the checkbox and button are not visible. Try scrolling down. If that does not work (e.g., if no scrollbar is visible), use the shortcut *Ctrl* – (on a German keyboard *Strg* - / when using a Mac *Command* -) to minimize the display so the button becomes visible.

The CMS is in German. How do I change the language?

The language in the CMS is based on your browser language. However, you can change from German to English (or the other way round) by clicking on your name in the top left-hand corner and then on "Change locale". Select English. If the system does not change within a couple of seconds, try logging out and in again. If this does not work, consider changing the language in your browser.

How do I access my article?

Just click on the button "Write, Copy/Paste, Edit". An editorial tool (the Xeditor) will open in a new browser tab and your article will appear.

When I try to open my article, nothing happens. What can I do?

You have to allow pop-ups for <https://cms.degruyter.com/> in your browser since the Xeditor, where you will write, upload and/or revise your article, opens in a pop-up window.

How do I allow pop-ups in Chrome?

Click on the icon in the top right corner of the browser page. Choose “Always allow pop-ups from https://cms.degruyter.com”. Click “Done”. Then, refresh the page (F5 key)!

My article does not open. It seems to be loading constantly (“spinning wheel”), but nothing happens. What should I do?

This might happen when your browser language is neither English nor German. Try changing your locale (click on your name in the top left-hand corner and then on “Change locale”. Select – depending on your preference - English or German). Then try opening your article again.

Refresh the page. Also, make sure that you are using the correct browser (Chrome).

I opened my article for the first time, but instead of the article, some other document opened. What do I do?

When accessing your article for the first time, you will first see your author contract. You can print or save it for your records. You must do so at this point. If not, you will not have access to the contract again. Once you have clicked to accept it, you will be directed to your article. You will only be able to write in the writing space (the Xeditor) after you have accepted your author contract.

To accept the contract, click the button “Accept” in the lower right-hand corner.

There is no button I can click to accept my contract. What should I do?

When working with a rather small screen, it is possible that this button is not visible. Try scrolling down. If that does not work (e.g., if no scrollbar is visible), use the shortcut *Ctrl* – (on a German keyboard *Strg* - / when using a Mac *Command* -) to minimize the display so the button becomes visible.

My Profile & Login Data

I forgot my password. How do I reset it?

Go to <https://cms.degruyter.com/rsuite-cms/>. In the login window, you will find a hyperlink at the lower left-hand corner. It says, "Click here to reset your password". After clicking it, another window will open asking you for your User ID. The User ID is your login name (usually: last_name_firstname). Enter your User ID. You will then receive an email allowing you to reset your password.

I forgot my login name. How do I find out what it is?

It is probably like this: last_name_firstname. If this does not work, get in touch with your De Gruyter editor (see list of DG Editors below).

I received an invitation to write/revise/proof/ correct an article in the CMS, but did not get any login details or have forgotten them. What should I do?

Check your spam folder. If the e-mail containing your login details is not there, please get in touch with your De Gruyter Editor (see list of DG Editors below).

How do I change my password?

Click on your name in the top-left corner. A pop-up menu will open up. Select "Change my password". When starting to type in your new password, a message "New password does not meet the requirements!" will appear. Do not worry! It will disappear once your password fulfills the safety requirements (i.e., at least one number, one capital letter, one lowercase letter and your password must have eight or more characters).

How do I change my contact information, name or affiliation?

Click on your name in the top left corner. A pop-up menu will open. Select "Edit My Profile" to open your profile. You can easily change all your personal information there. Please make sure that this information is correct, as it might be used in the final publication.

I changed my email address. Do I have to tell someone?

It is very important that the email address in your profile is up to date. Please update the information in your profile as soon as possible or contact your editor at De Gruyter. Otherwise, you will not receive emails regarding your article.

How do I change my login name?

It is not possible to change your login name. This name identifies you in the system. You may of course change your name (first or last) at any time. You can do so in the user profile. Your login name will however remain as is.

Instructions & Support

Is there a stylesheet for writing an article in the CMS?

There certainly is. Since the stylesheets for every product are different, they are not found here. If you are writing for EJCR, LME or URBREL, you will find the stylesheet in the user guide in the CMS. If you are writing for another publication, please get in touch with either your editor or your contact at De Gruyter to get further information.

Is there a user guide to help me work in the CMS?

Yes. When clicking on your name in the upper left-hand corner, a drop down menu will open. Select „Open User Guide“ to access the specific instructions for your project within the CMS.

Neither the user guide nor the FAQs answer my question regarding the CMS. Is there a real person I can talk to?

Yes. Depending on the project you are working on, please get in touch with:

Art Market Dictionary (AMD): amd@degruyter.com – You will reach the De Gruyter Editor Dr. Jonathan Maho for all questions regarding the CMS.

Encyclopedia of the Bible and Its Reception (EBR): ebr@degruyter.com - You will reach the De Gruyter Editors Gary S. Helft and Dr. Nicole Rupschus.

Encyclopedia of Jewish-Christian Relations (EJCR): ejcr-office@degruyter.com – You will reach Dr. Juni Hoppe at the Abraham Geiger Kolleg. She will assist you with all editorial questions. If your question is solely focused on the CMS, you can write to the De Gruyter Editor Ida Thiemann at ida.thiemann@degruyter.com.

Handbook of Zoology (HBZ): hella.behrend@degruyter.com – You will reach the De Gruyter Editor Hella Behrend for any questions related to the CMS and AoP process. For questions about the content of your article, get in touch with your specific volume editors.

Linguistic Minorities in Europe (LME): lme@degruyter.com – You will reach the De Gruyter Editor Melanie Götz.

Religion & Urbanity Online (URBREL): urbrel-pub@uni-erfurt.de - You will reach the Managing Editor Elisabeth Begemann. For questions about the CMS use urbrel@degruyter.com to get in touch with the De Gruyter Editor Johanna Dörsing.

Wörterbücher zur Sprach- und Kommunikationswissenschaft (WSK): wsk.editorial@degruyter.com – You will reach the De Gruyter Editors Ida Thiemann or Lena Dürr. They will help you with most CMS issues. For questions about the content of your article, get in touch with your area editors.

Submitting & Co-Authorship

I submitted my article and now it is gone. What happened?

When submitting your article, it leaves the workflow task dashboard since the next task has not been assigned to you. For example when completing the task “Write” by clicking on “Submit to editors”, you hand the article over to your editors for review. At this point, the system does not allow you to access your article anymore. You will be notified by e-mail if the article moves back into your dashboard for further tasks e.g. revising the article. The CMS does not work like an archive but as an editorial tool for writing, revising and correcting proofs.

I submitted my article but it is still in my dashboard. What should I do?

Simply click on the double arrows above the article titles in your dashboard. The site will refresh and the article will disappear.

How to submit my article for revision/imprimatur?

Save your article and click on the button “Submit to editors” on your dashboard. The article will disappear from your dashboard (if it does not, please refresh the page before trying to submit it again).

How to hand over to my co-author?

Save the article and then click on the button “Send to co-author” on your dashboard. Your co-author will be notified via e-mail that the article is ready for her/him and it will disappear from your dashboard. Your co-author can hand the article back to you any time.

Do I have to inform my co-author or editor that I have sent my article to them in the CMS?

No. The system will notify your co-author or editor that you have submitted your article.

I am writing my article with a co-author. Although I received a request to write/revise/approve for publication my article, my co-author did not. What went wrong?

You are the so-called “corresponding author”. This means that you have been invited to write/revise/approve for publication the article first. Once you have handed it over to your co-author, she/he will receive an invitation to write/revise/approve the article as well.

Writing & Revising in the Xeditor: Functionalities

How do I start writing my article? I opened the article but cannot write anything.

Please **click on “Write”** in the upper left-hand corner. This will enable you to write and edit your article. Once you have done so, the article is “locked” and only you have access to it. The system will prevent others, e.g., your editor, from writing at the same time. As a result, no conflicting version of your article can be created.

I still cannot write anything in the editor. The icons do not work and there is a little lock displayed on my article. What does it mean?

Someone else is either working on your article and/or has forgotten to save the article. They are blocking you from making any changes in the Xeditor. Get in touch with your editor at De Gruyter to enable you to access it.

How do I save my article?

Just click on the save-icon (diskette) in the upper left-hand corner of the Xeditor. You will be asked if you want to save your changes in a pop-up window. Please click “Yes”.

How do I insert my text from Word into the CMS?

Please click on the icon “Paste from Word” in the tool bar. A window will pop up in which you can paste in your text from word. After doing that, click on “Insert” and your text will be pasted into the Xeditor.

How do I insert my bibliography?

If you are writing for AMD, URBREL, EJCR, LME or HBZ, you can just paste it from word via the icon “W” (Paste from Word). If you are writing for EBR or WSK, click on the icon “Insert bibliography”. A window will pop up in which you can paste your bibliography from word or another text editor into the CMS, and then click on “Add”.

How do I edit my bibliography?

If you are writing for AMD, URBREL, EJCR, LME or HBZ, you can edit the bibliography like any other part of the text.

If you are writing for EBR or WSK, making changes to an already inserted item should be easy. However, sorting or adding new item is difficult (see next question).

How do I add an item to my bibliography?

Insert the additional item as you did with the rest of the bibliography. The item will appear below the others. If you are writing for AMD, URBREL, EJCR, LME or HBZ, you can just cut and paste the item at the right position. You might need to add a new blank line as well.

If you are writing for EBR or WSK, it is a bit more complicated due to a different XML-structure and you will not be able to easily cut and paste the item at the right position. After inserting the source at the bottom just leave it there. It will be sorted at a later stage.

How do I insert an image/audio file/or a video?

Place your cursor where you want to insert your file. Note: This has to be a completely blank line. Then click on the icon “Insert asset”. A pop-up window will open. Click on “Select file” and select the file from your computer. Add a meaningful title (it will be the file’s name in the CMS), then select the asset type (image, audio or video) and add a caption based on your publication’s stylesheet. Each publication has different obligatory information you might have to add (e.g. copyright). When you are done, click on “Upload and insert” (you might need to scroll down to do this).

How do I delete an image/audio file/or a video?

Make a right mouse click on the asset you would like to delete. A menu will open which contains abbreviations referring to certain structural elements in the text. Go to “fig” and another small menu will open. Then select “delete”.

How do I edit the information regarding the image/audio file/ or video I uploaded?

You can edit the caption like any other text in the article. Otherwise, you cannot edit the information you entered when uploading the file. Inform your editor about any necessary changes.

How do I insert a table?

Place your cursor where you want to add the table: Note: It needs to be a blank line.

Click on the icon “Insert table”. A pop-up window will open. Choose a caption based on the stylesheet for your publication. Select the number of rows and columns you will need. Click on “Add”.

Can I copy & paste a table from Word?

You can copy & paste very simple tables (i.e., no headings, no merged cells) in all publications. If you are writing for LME, you will also be able to paste tables with merged cells and some other simple formatting.

How do I edit an existing table, e.g. add another row or delete a column?

Make a right mouse click on the table you want to edit. You will find all the available options to edit your table in the dropdown menu.

How do I insert a formula?

EBR and WSK offer a formula editor. You will find it in the toolbar. Select between a MathML Editor and a Tex Editor. Write your formula in the editor and then save it.

How do I insert a hyperlink?

You can insert hyperlinks in some publications, (e.g., LME and WSK). To do so, highlight a word or an URL and select the icon "Specify Element" in the toolbar. Select "External Link" and click on "Next". Add the URL in the next window. Click on "Next" once again. In the next window, you will see which URL you are adding to which word/text segment. Complete the process by clicking on "Add". The URL will now appear as a dark green text followed by the text segment you chose as a hyperlink.

I cannot find the icons for tables, comments or change tracking. Why?

You are probably using a rather small screen so that the whole toolbar cannot be displayed. Click on the three horizontal bars in the right-hand corner of the toolbar. Any features missing in the toolbar can be found there.

How do I search within my article?

Press Ctrl F (German keyboard *Strg F* / MAC *Command F*). A search window will open.

Comments & Change Tracking

There is a highlighted word/sentence in my article. What does this mean?

The highlighted words have been commented on. By clicking on them, the comments will open in a new panel on the right side of the screen.

How do I add a comment for my editor or my co-author?

Highlight the paragraph, sentence or word you want to comment on (please select at least a complete word) and click on the icon “Comment” in the toolbar. A window for comments will open on the right. Just write in comment there and leave the field by clicking elsewhere in the text field. There is no “save” button. Your comments will be saved when saving the article.

How do I reply to a comment?

There is no dedicated feature to enable you to reply to a comment. Therefore, simply open the comment you want to answer by clicking on the plus symbol. Click in the comment field and then add your text. The name or user assigned to the comment will change to your user name. We recommend you indicate where your answer starts (for example, by using your initials).

How do I switch off change tracking?

Once change tracking has been switched on, you cannot switch it off until all changes have been accepted/refused. Your (DG) editor will do this once the text is complete.

I did not switch on change tracking. Why is it active?

There is mandatory change tracking in certain workflow phases of the development process (e.g., proof correction). This ensures that editors/authors will take notice of any changes made after the initial review.

I cannot accept or refuse tracked changes – why?

This means that mandatory change tracking has been switched on. In this case, you cannot accept/refuse changes as this would allow you to accept your own changes. As a result, it would be impossible for editors to see your changes.

Error Messages & System Freezes

I received an error message when submitting my article. What happened?

It might take some time until the dashboard refreshes itself after you have clicked on “Submit to editors”. Nonetheless, the article has been submitted and forwarded to the next task. If you click a second time, an error message pops up, even though you have already successfully submitted the article. You may just ignore it.

I am currently working on my article and a window popped up informing me about “Error 500”. What happened, and what should I do?

Error 500 means that while writing in the text field, you created a faulty XML structure in the background. Please get in touch with your De Gruyter editor, as you will be unable to save the current version of your article successfully.

The System timed-out while I was doing something else, i.e., not in the CMS. Did it automatically save my latest changes?

It most likely did. When you log in and open your article again, you should find the last changes you made.