New Rules for ScholarOne Email Formatting

Beginning the week of 15 May 2017, email formatting validation checks at different points within ScholarOne Manuscripts will proactively manage email delivery issues related to email formatting. Here's what you need to know:

Account Creation and Editing: Users creating an account or editing an existing account in ScholarOne Manuscripts will be required to enter an email address meeting the new formatting criteria (see below for details). If the email address provided does not pass validation, the user will be prompted to update the email in order to complete the account creation or editing task. If an existing account contains an email address that does not follow the new formatting rules, the user will be required to update their account email the next time they log in to ScholarOne Manuscripts.

Submission: Email addresses entered by users during the submission process will be checked for viable formatting. This means email addresses provided for each co-author and each recommended / opposed reviewer is validated. Any issues are highlighted to the user via an error message which prompts the user to please fix the "invalid email address entered" issue and then click "save" or "save and continue".

The two use cases highlighted above aim to eliminate email addresses with formatting issues from getting into ScholarOne Manuscripts. To help Editors and Administrators handle the small number of poorly formatted email addresses already in ScholarOne Manuscripts, there's a new validation for users sending emails from the system.

Email pop-ups will now run a validation check on address fields and if an issue is found, present the user with a notification that a "badly formatted email address" has been entered. The user will have the option to send the email as is, manually correct it in the pop-up, or wait until the account is updated.

These validations will also extend to email templates, checking to make sure email tags used in address fields actually resolve to email addresses. To help Editors and Administrators manage this process, there is a new tool which exports a .csv file containing a list of all email templates and the exact location of any validation failures. This export can be found under "Email Tools".

Validating more strictly on email format will help Editors and Administrators communicate more effectively by ensuring emails have the best opportunity to reach their intended recipients.

NEW EMAIL FORMATTING REQUIREMENTS

An email address must consist of two parts, local and domain, separated by the @ symbol; the combined length may be no more than 256 characters.

Characters Allowed

Local

ASCII Printable Characters

Alphabetic characters, uppercase and lower case; Digits 0-9; Special characters ! # $ % & ' * - / = ? ^ _ ` { | } ~ ; Dot(.) – Not allowed at the beginning or end of the address and not allowed to appear consecutively; Plus(+) – The local part of an email address may not be entirely composed of plus signs.

Domain

ASCII Printable Characters

Alphabetic characters, uppercase and lower case; Digits 0-9; Dot(.) - exception at the beginning or end of the address and not two or more times consecutively; Hyphen(-) - Not allowed at the beginning or end of the address and not allowed to appear consecutively

Characters Not Allowed Extended ASCII

o Š Œ Ž š œ ž Ÿ À Á Â Ã Ä Å Æ Ç È É Ê Ë Ì Í Î Ï Ð Ñ Ò Ó Ô Õ Ö Ø Ù Ú Û Ü Ý Þ ß à á â ã ä å æ ç è é ê ë ì í î ï ð ñ ò ó ô õ ö ø ù ú û ü ý þ ÿ