

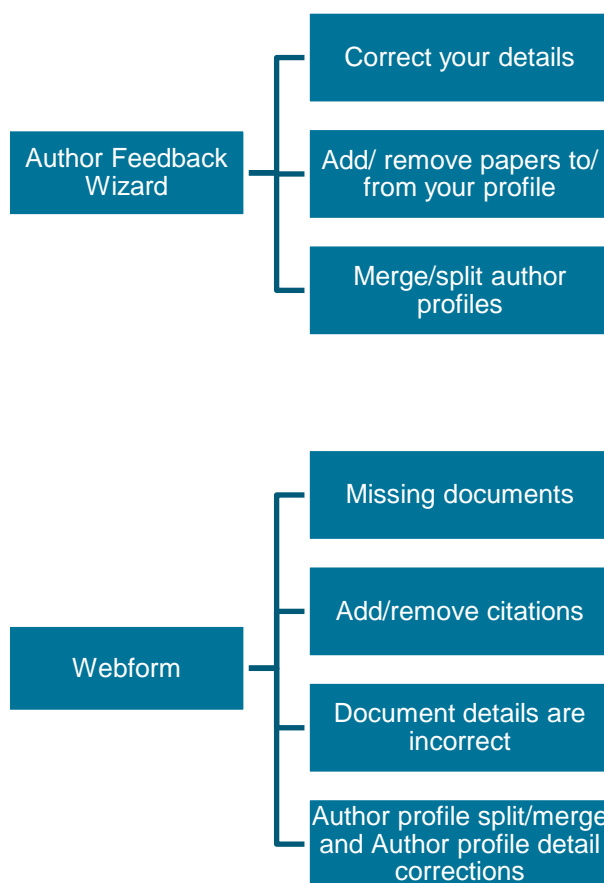


Requesting Scopus corrections for the ASN: Frequently Asked Questions

ASN 2016 assessment in Italy – Frequently Asked Questions

What is the best way to request Scopus corrections?

You can submit changes online using the Scopus Author Feedback Wizard or via a web form, depending on the type of correction.



Using the Author Feedback Wizard

Follow the steps below to submit changes to your author profile:

Note: If you do not have full access to [Scopus](#), you can still submit changes to your profile through the [Author Preview](#) mode.

Action	Steps
Request author details corrections	<ol style="list-style-type: none"> 1. Run an author search for the author. A results list for Scopus authors opens. 2. From the search results page, click on the author name. The 'Scopus author details' page opens. 3. From the Scopus Author details page, click '<i>Request author detail corrections</i>'. The Request author detail correction page opens. 4. Complete the Scopus Author Feedback forms.
Request to merge authors	<ol style="list-style-type: none"> 1. Run an author search for the author. A results list for Scopus authors opens. 2. From the search results page, select the author profiles to be merged. 3. From the search results page, click '<i>Request to merge authors</i>'. The 'Merge selected authors' page opens. 4. Complete the Scopus Author Feedback forms.
Scopus author feedback URL	<ol style="list-style-type: none"> 1. In your internet browser's address field, enter http://scopus.com/authorfeedback. 2. Press the '<i>Enter</i>' key. The Scopus author feedback wizard opens. 3. Complete the Scopus Author Feedback forms.

For further information and instructions to complete the Author Feedback forms, please [view this FAQ on the Scopus support centre](#).

Submitting a web form

Note: Only request one change per form. If you have multiple change requests, send us a web form for each request.

1. Open up a [web form](#).
2. Enter in your details into the form.
3. Ensure you select the appropriate category under the drop-down menu under '*I have a question about*', e.g.:
 - *Missing documents*
 - *Add/remove citations*
 - *Document details are incorrect*
 - *Author profile split/merge*
 - *Author profile detail corrections*

This ensures your request goes directly to the right team and is processed more quickly.

4. If you have a PDF of the final version of the missing article or missing citing articles, attach this to the form. It will help accelerate the process.
5. Click '*Send message*'.

What is the timeline for the different types of Scopus correction requests?

Scopus correction type	Estimated processing time
Missing content	4 - 5 weeks*
Incorrect metadata (article title, missing authors, DOI, etc.)	2 weeks or longer
Duplicate records	4-5 weeks
Missing citations	1-2 weeks
Author profile corrections	2-7 days
Affiliation profile corrections	1-8 weeks (depending on correction complexity)**

* Processing time may exceed given estimates if requests are sent without full-text PDF(s) of the missing content, depending on the original publisher. Please see next FAQ.

** Citation corrections can only be added if both citing and cited article are on Scopus. If one of these documents is missing from Scopus, you can request to add the missing item to Scopus, if this item falls within the coverage Scopus policy.

How can I accelerate the process to add missing content to Scopus?

The regular process for adding missing content requires us to get an agreement from the original publisher who will then provide us with the missing content. It may take a minimum of four weeks or longer to acquire and process the content before it is visible on www.scopus.com.

If you are in the capacity to provide us with the full-text PDF(s) of the final version of the missing article(s) by email, this will accelerate the process and the missing content will be available in Scopus sooner.

The same is applicable for any citations that you want to report as missing in Scopus: if you are able to provide us with the full-text PDF(s) of the final version of each of the missing citing articles, this will accelerate the process of adding them to Scopus.

How can I contact Scopus or get additional information?

Scopus provides both customer support and self-help information.

Self-help

You can find answers to [Frequently Asked Questions](#), such as '[How to use the Scopus Feedback Wizard](#)' to submit changes to your profile.

Contact options

You can also get in contact with us via:

- [Submitting a web form](#)
- [Chat](#) directly with us

Additional information

- Please take a look at the many Frequently Asked Questions available on our Scopus Support Hub at: <http://help.elsevier.com/app/answers/list/p/8150>.
- For more information about the Scopus content coverage policy, please see: https://www.elsevier.com/_data/assets/pdf_file/0007/69451/scopus_content_coverage_guide.pdf.
- The complete lists of sources that are indexed in Scopus can be found at: <https://www.elsevier.com/solutions/scopus/content>.
- For more information about Scopus content selection criteria and process, please see: <https://www.elsevier.com/solutions/scopus/content/content-policy-and-selection>.
- View this [webinar](#) for more information on how author profiles work and how they can help showcase your research
- Visit the [Scopus blog](#) to stay up-to-date with Scopus

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