

How to use the Crossref Community

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1: Creating a new account.

Go to www.community.crossref.org and click 'sign up'. You will then see this box to create a username and password.

Your username needs to be unique and is what will be displayed when you post in the forum.

After creating an account, you will receive an email to the address you provided and be required to click the link in the email to activate your account.

Once activated you are able to login using your new username and password.

Create New Account ✕

Email
never shown to the public

Username
unique, no spaces, short

Name
your full name (optional)

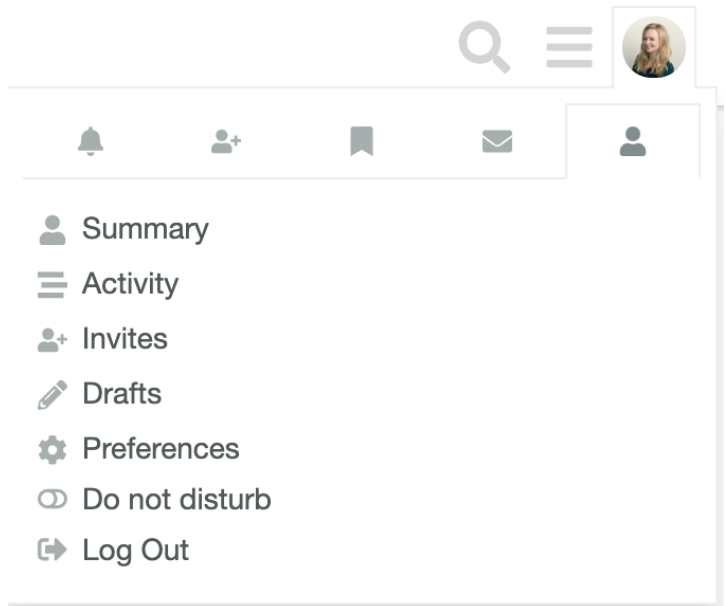
Password
at least 10 characters

Role *

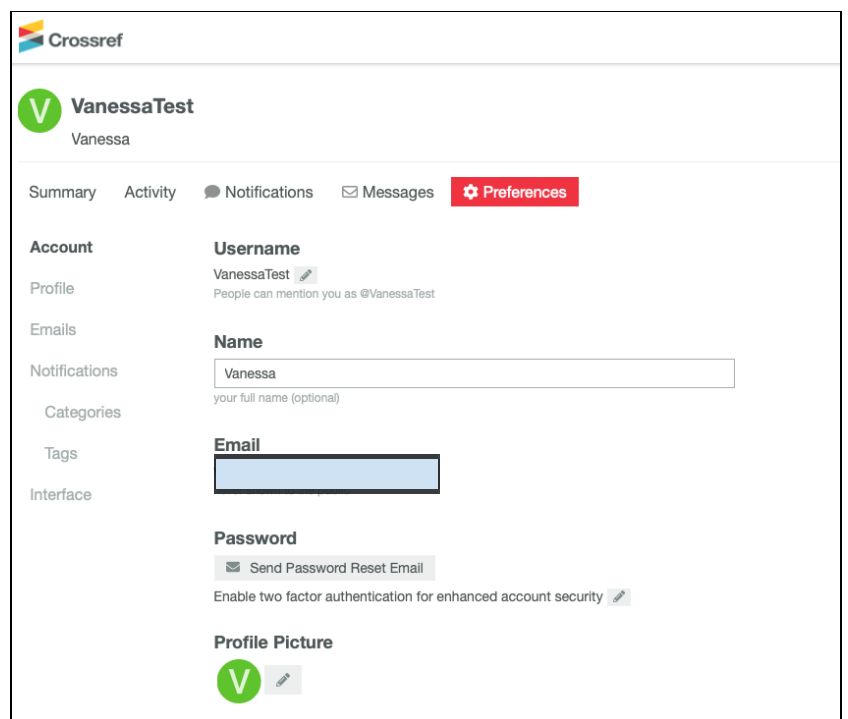
By registering, you agree to the [privacy policy](#) and [terms of service](#).

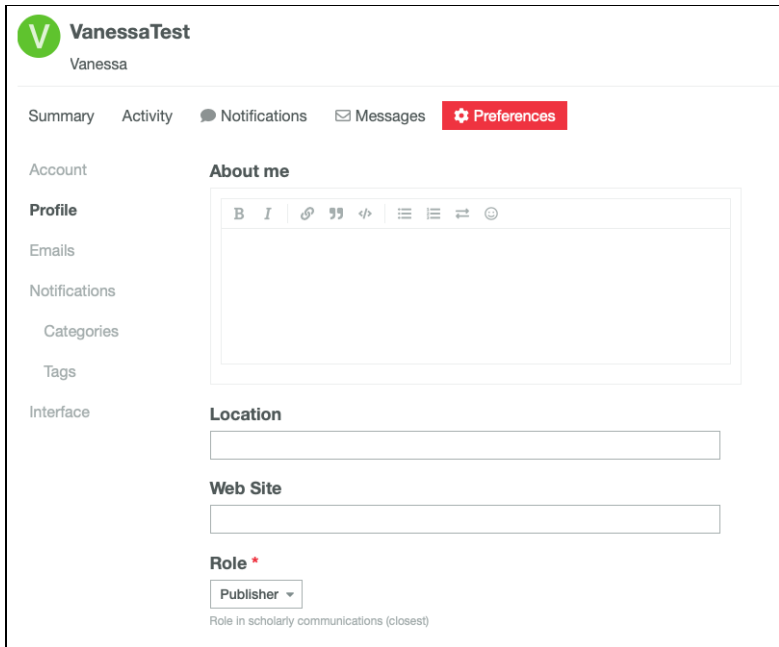
2. Your profile

If you click on your profile image in the far right of the homepage you will find various options under the different icons that appear. Here you can quickly view any notifications, view your bookmarked topics, see any new messages and access your profile summary and settings. Under the profile icon you can also view your activity, return to any drafts, invite others to the forum, and log out if you wish to.



When you first log-in it might be a good idea to do this to personalize your profile so you are more recognizable to other users. To do this simply click on 'Preferences' to add a profile picture, as well as editing the username, email address and password associated with your account.



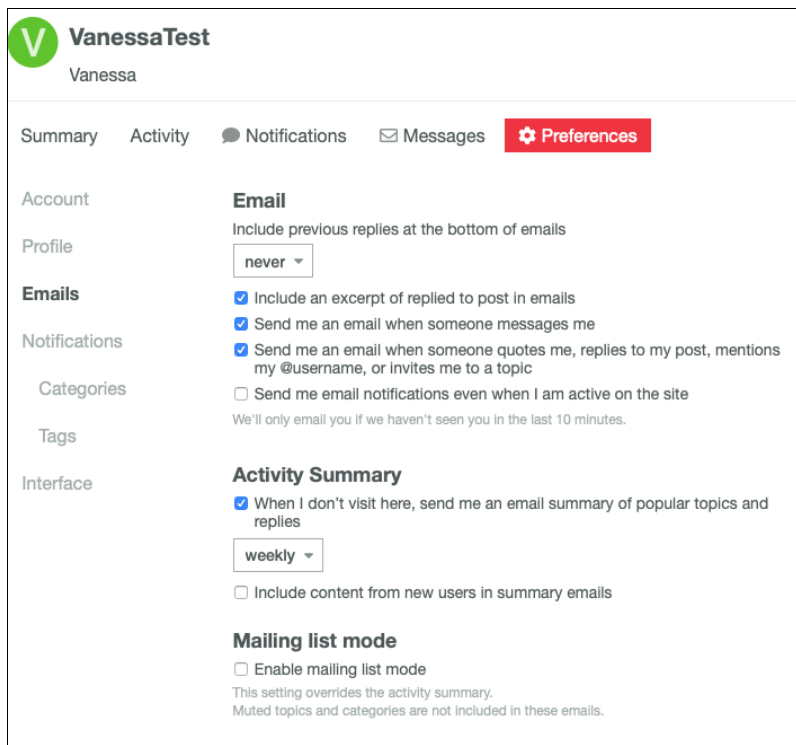


You may also want to click on 'Profile' to add some additional information such as an 'About me' where you can list your interests and what you wish to get out of the community. You can also add a location and website if you want.

If you want to update the 'Role' you selected at the account creation stage, you can do that here too.

Under 'Emails' you can select how often you want to hear from the Community.

Activity Summary emails are set to be received weekly (on weeks you have not logged into the community) by default, you can change this to more or less frequently as you prefer.



You can also edit the notifications you receive about new topics and topics you have posted in.

If you do not wish to receive personal messages from other members of the community you can untick the box shown here. By default, this setting is enabled.

The screenshot shows the 'Preferences' page with the following settings:

- Account:** Consider topics new when **created in the last 2 days**.
- Profile:** Automatically track topics I enter **after 4 minutes**.
- Notifications:** When I post in a topic, set that topic to **Tracking**.
- Categories:** Notify when liked **First time a post is liked and daily**.
- Interface:** **Live Notifications:** Enable Notifications. Note: You have to change this setting on every browser you use.
- Messages:** Allow other users to send me personal messages.
- Users:** Muted. Suppress all notifications from these users.

The screenshot shows the 'Preferences' page with the following settings:

- Categories:** Watched. Search... You will automatically watch all topics in these categories. You will be notified of all new posts and topics, and a count of new posts will also appear next to the topic. [Show watched topics](#)
- Categories:** Tracked. Search... You will automatically track all topics in these categories. A count of new posts will appear next to the topic. [Show tracked topics](#)
- Categories:** Watching First Post. Search... You will be notified of the first post in each new topic in these categories.
- Muted:** Muted. Search... You will not be notified of anything about new topics in these categories, and they will not appear on the categories or latest pages. [Show muted topics](#)

To take the notifications settings further, you can select either 'Categories' or 'Tags' you have a specific interest in following.

You may wish to return to this page once you have familiarized yourself more with the forum and identified your main topics of interest.

V VanessaTest
Vanessa

Summary Activity Notifications Messages **Preferences**

Account

Profile **Text Size**
Normal ▾

Emails **Interface language**
English ▾
User interface language. It will change when you refresh the page.

Notifications

Categories **Default Home Page**
Categories ▾

Tags

Interface

Other

- Open all external links in a new tab
- Enable quote reply for highlighted text
- Show new / updated topic count on browser icon
- Don't jump to my post after I reply
- Automatically unpin topics when I reach the bottom.
- Hide my public profile and presence features

Save Changes

Important settings to consider, especially if English is not your preferred language, are in the 'Interface' tab.

Here you can change the text size, change the language of the site, your default homepage and other settings to improve your user experience.

3: Navigating the Crossref Community.

Let's take a look at the homepage. On the left you can see the various categories for different topics of conversation. On the right you can see the most recent posts. You can also click to view 'Top' (posts with most activity), 'Latest', or 'Unread'.

Do you want live notifications when people reply to your posts? [Enable Notifications](#)

all categories ▾ all tags ▾ **Categories** Top Latest Unread (18) ☰ + New Topic

Category	Topics	Latest
Welcome to the Crossref Community Forum! Welcome to the Crossref Community! Feedback on the Crossref Community platform	3	Cayenne instillation guide? Technical Support ifarley 1d
New Crossref members New Crossref members! Got something you'd like to discuss with other new members, our Ambassadors or our team? Post here and someone will get back to you soon.	7	Metadata that contains inline MathML or TeX code XML Deposit 0 3d
Content Registration Content registration allows Crossref members to register and update metadata via machine or human interfaces. Metadata Manager 4 unread OJS Users Web Deposit Form XML Deposit	32 6 unread	Query limits for Event Data Event Data 0 votes 1 6d
Crossref Services We offer a wide array of services to ensure that scholarly research metadata is registered, linked, and distributed. Reference Linking Cited-by Crossmark Similarity Check 1 unread Event Data Funder Registry ORCID Integrations	14 1 unread	TypeError: Cannot read property 'status' of undefined Metadata Manager metadata_manager 20 17d
		Launch of @force11rescomm Research Data Publishing Ethics WG 0

Some categories have subcategories underneath. For example the Crossref services category:

Crossref Services 14
1 unread

We offer a wide array of services to ensure that scholarly research metadata is registered, linked, and distributed.

- Reference Linking
- Cited-by
- Crossmark
- Similarity Check 1 unread
- Event Data
- Funder Registry
- ORCID Integrations

Here you can click on the high level category for general information and questions about services at Crossref, or if you are looking for information about a specific service you can click onto that subcategory.

For instance let's imagine we clicked into the Similarity Check service subcategory:

Do you want live notifications when people reply to your posts? [Enable Notifications](#) ✕

Crossref Services ▾ Similarity Check ▾ all tags ▾ Top Latest Unread (1) Edit + New Topic 🔔

Topic	Replies	Views	Activity
How to whitelist an IP address? similarity-check, 📌 kluschek	1	153	Aug '20
★ About the Similarity Check category	0	150	Apr '20
Use similarity checker similarity-check	1	241	Jan '20
Similarity Check: Doc-to-doc comparison 3 similarity-check	5	517	Sep '19

There are no more Similarity Check topics. Ready to [start a new conversation?](#)

Here you can find the conversations about Similarity Check with the most recent activity at the top. You'll also find a 'About the...' topic under each category to give you some context and background.

If you wish to receive email notifications about any specific category, you can click the bell icon on the right hand side to select your notification preferences.

Crossref Services ▾ Similarity Check ▾ all tags ▾ Top Latest Unread (1) Edit + New Topic 🔔

Topic	Replies	Views	Activity
How to whitelist an IP address? similarity-check, 📌 kluschek	1	153	Aug '20
★ About the Similarity Check category	0	150	Apr '20
Use similarity checker similarity-check	1	241	Jan '20
Similarity Check: Doc-to-doc comparison 3 similarity-check	5	517	Sep '19

Watching
You will automatically watch all topics in these categories. You will be notified of every new post in every topic, and a count of new replies will be shown.

Tracking
You will automatically track all topics in these categories. You will be notified if someone mentions your @name or replies to you, and a count of new replies will be shown.

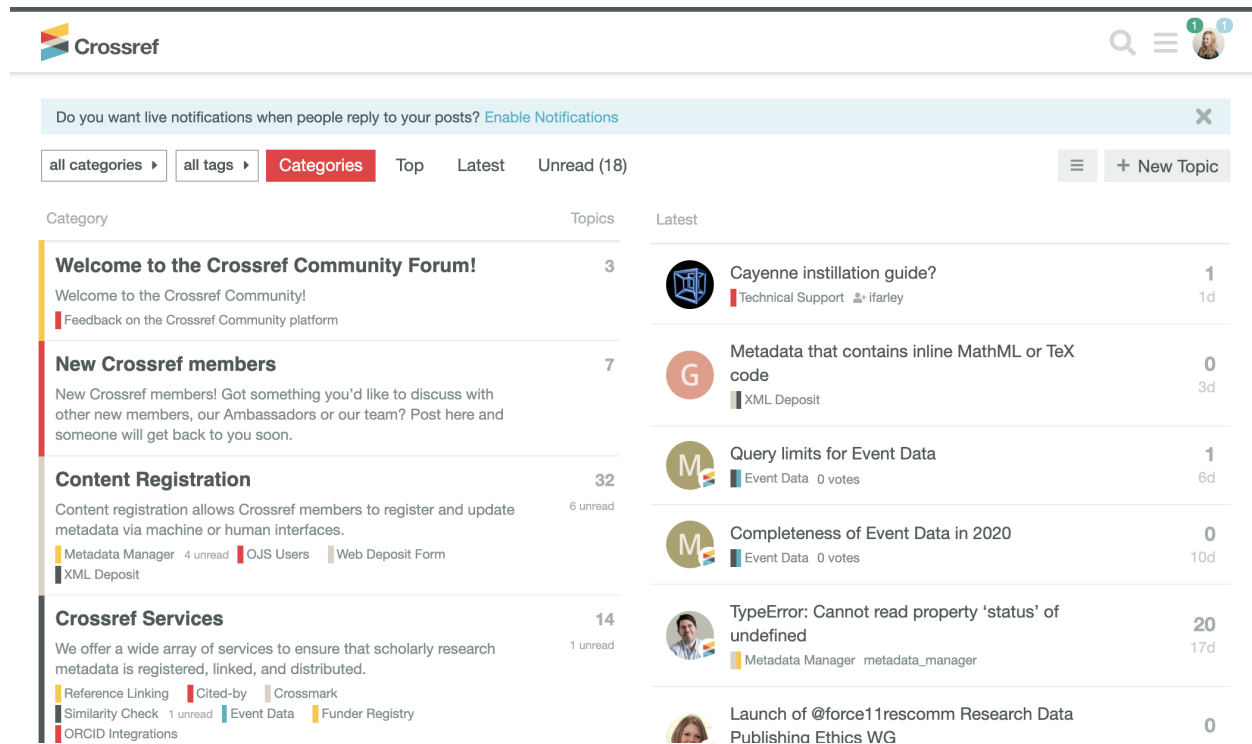
Watching First Post
You will be notified of new topics in this category but not replies to the topics.

Normal
You will be notified if someone mentions your @name or replies to you.

There are no more Similarity Check topics. Ready to [start a new conversation?](#)

4. Creating a topic

So you have a question to ask or an interesting thing to post. The first thing to consider is which of the categories your post fits in best. You can see a list of all categories with descriptions on the main page. Only the site admin can create a new category.

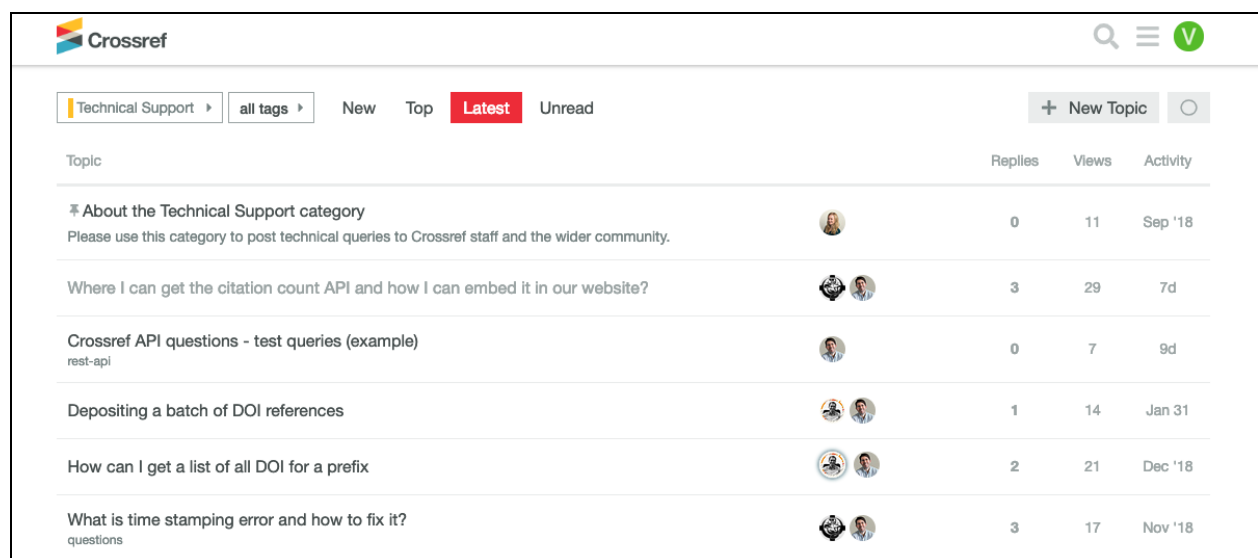


Do you want live notifications when people reply to your posts? [Enable Notifications](#)

all categories ▾ all tags ▾ **Categories** Top Latest Unread (18) + New Topic

Category	Topics	Latest
Welcome to the Crossref Community Forum! Welcome to the Crossref Community! Feedback on the Crossref Community platform	3	Cayenne instillation guide? Technical Support ifarley 1d
New Crossref members New Crossref members! Got something you'd like to discuss with other new members, our Ambassadors or our team? Post here and someone will get back to you soon.	7	Metadata that contains inline MathML or TeX code XML Deposit 0 3d
Content Registration Content registration allows Crossref members to register and update metadata via machine or human interfaces. Metadata Manager 4 unread OJS Users Web Deposit Form XML Deposit	32 6 unread	Query limits for Event Data Event Data 0 votes 1 6d
Crossref Services We offer a wide array of services to ensure that scholarly research metadata is registered, linked, and distributed. Reference Linking Cited-by Crossmark Similarity Check 1 unread Event Data Funder Registry ORCID Integrations	14 1 unread	TypeError: Cannot read property 'status' of undefined Metadata Manager metadata_manager 20 17d
		Launch of @force11rescomm Research Data Publishing Ethics WG 0

Let's say you have a technical query, so you click on the 'technical support' category. Here the category description is pinned to the top of the list, and all other topics are listed below with the most recent at the top.



Technical Support ▾ all tags ▾ New Top **Latest** Unread + New Topic

Topic	Replies	Views	Activity
About the Technical Support category Please use this category to post technical queries to Crossref staff and the wider community.	0	11	Sep '18
Where I can get the citation count API and how I can embed it in our website?	3	29	7d
Crossref API questions - test queries (example) rest-api	0	7	9d
Depositing a batch of DOI references	1	14	Jan 31
How can I get a list of all DOI for a prefix	2	21	Dec '18
What is time stamping error and how to fix it? questions	3	17	Nov '18

It is important to first look and see if anyone has already raised a similar topic, the answer you are looking for could already be there, or you could add to an existing conversation.

If not, then click on 'new topic' to ask a new question or start a new conversation.

The screenshot shows the 'Create a new Topic' interface. At the top, there is a title input field with the placeholder text 'Type title, or paste a link here'. Below this is a category dropdown menu currently set to 'Technical Support'. To the right of the category is an 'optional tags' section with a search bar and a list of tags: 'rest-api x2', 'metadata_manager x2', 'journal-level_dois x2', 'questions x2', and 'orcid x1'. Below the category and tags is a rich text editor with a toolbar containing icons for bold, italic, link, quote, code, image, list, ordered list, link, and emoji. The text area of the editor contains the placeholder 'Type here. Use Markdown, BBCode, or HTML to format.'. At the bottom of the form, there are two buttons: '+ Create Topic' and 'cancel'.

Tips will pop-up to help you craft an engaging and relevant title, you can also add tags to your post to make it more discoverable. Try to explain your issue clearly and provide as much information as you can so that other members of the community are able to fully understand and help you discover a solution. If you wish to post in a language other than English, you can also do this. Please ensure that the content you post is your own.

To ensure the community stays relevant and tidy, when posting a new topic please ensure that you:

- Don't start a topic in the wrong category.
- Don't cross-post the same thing in multiple topics.
- Don't post no-content replies.
- Don't divert a topic by changing it midstream.
- Don't sign your posts — every post has your profile information attached to it.
- Use professional language
- Respect other members, do not hate speech or engage in harassment.
- Respect our forum, do not post spam or other non-relevant content.

(For more advice on how to appropriately use the Community forum please refer to our [Community Guidelines](#) and the Crossref [Code of Conduct](#))

Creating an example

Technical Support




VanessaTest

1m

This is just an example of what your new post will look like.

  ...  Reply

 Bookmark

 Share

 Reply



Watching

You will receive notifications because you created this topic.

Upon clicking 'create topic' your new post will be live. You are still able to edit the title and the post itself if you need to, or delete it altogether.

5. Responding to others

We hope when reading the forum you will come across interesting topics of conversation, metadata use cases you hadn't thought of before, processes and tools you hadn't previously used, or to the contrary, discover you have expertise you can lend to others or have questions you know how to solve.

How can I get a list of all DOI for a prefix

Technical Support



asoto

Dec '18

Hi Crossref support,

I am wondering how can I get a list of all DOI for a prefix, using the Crossref API

    Reply

created

 Dec '18

last reply

 Dec '18

2

replies

22

views

2

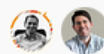
users

2

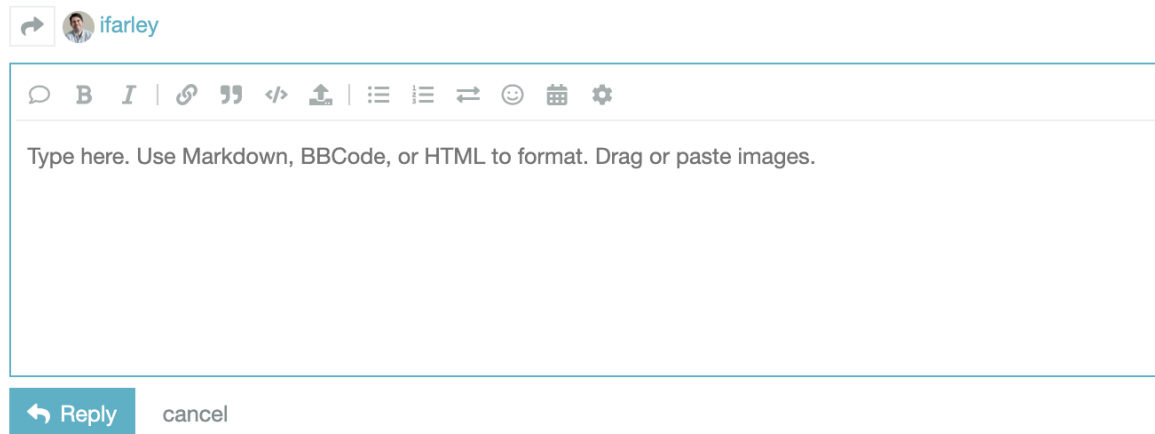
likes

1

link



To join a topic thread, simply click 'reply' to respond to a particular message, the heart to 'like' the message if you have found it useful, you can add a link (for example on where to find further support documentation), or you can add a bookmark for future reference. Rather than posting "+1" or "Agreed", use the *Like* button. Rather than taking an existing topic in a radically different direction, use *Reply as a Linked Topic*.



ifarley

Type here. Use Markdown, BBCode, or HTML to format. Drag or paste images.

Reply cancel

If you see a post which you think is inappropriate or offensive, don't reply, instead flag this to the admin team so they can take a look and remove the content if necessary. Doing this helps to keep the community relevant, appropriate and safe for all.

Thanks for helping to keep our community civil!



Send @ifarley a message

I want to talk to this person directly and personally about their post.

Notify staff privately

- It's Off-Topic**
This post is not relevant to the current discussion as defined by the title and first post, and should probably be moved elsewhere.
- It's Inappropriate**
This post contains content that a reasonable person would consider offensive, abusive, or a violation of [our community guidelines](#).
- It's Spam**
This post is an advertisement, or vandalism. It is not useful or relevant to the current topic.
- Something Else**
This post requires staff attention for another reason not listed above.

Flag Post

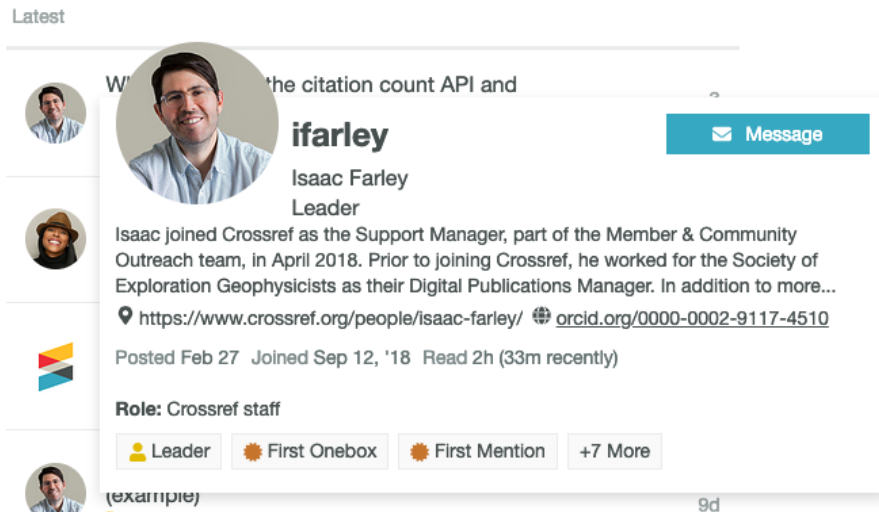
Take Action

6: Messages

In your profile you can also access your inbox, as well as seeing your history of any sent messages or archived messages. These messages are private (a setting you can turn off if you want under 'preferences' as detailed earlier). You will receive a notification when you have new messages in your inbox.

To message a user, simply click on the user's avatar to see more information about them and the option to send them a direct message. You can also include multiple people in a private message.

Latest



W... the citation count API and

ifarley Message

Isaac Farley
Leader

Isaac joined Crossref as the Support Manager, part of the Member & Community Outreach team, in April 2018. Prior to joining Crossref, he worked for the Society of Exploration Geophysicists as their Digital Publications Manager. In addition to more...

<https://www.crossref.org/people/isaac-farley/> orcid.org/0000-0002-9117-4510

Posted Feb 27 Joined Sep 12, '18 Read 2h (33m recently)

Role: Crossref staff

Leader First Onebox First Mention +7 More

(example) 9d

Where to find more info?

For more information on how to use the Crossref Community, please refer to our [Code of Conduct](#) and our [Terms of Service](#).

Who and how to contact for help?

If you need further help, the Community Working Group is:

- Vanessa Fairhurst
- Isaac Farley
- Susan Collins
- Rosa Clark
- Amanda Bartell
- Rachael Lammey

You can contact us directly via the forum or send us an email to feedback@crossref.org

You can also give us feedback via the forum itself in the site [welcome category](#).