Contents
1. Review ......................................................................................................................... 4
2. Support ......................................................................................................................... 9
2.1 Open A New Ticket.................................................................................................... 11
1. Review

The reviewer receives an email containing the user Id and password to review the article as shown in Fig (1).

![Fig (1)](image-url)
By entering the URL “jms.eurekaselect.com”, the sign in page appears. “E-mail” and “Password” are entered in appropriate fields to sign in as shown in Fig (1.1).

![Sign in page](image)

**Fig (1.1)**

After login, the Reviewer’s Dashboard appears, which has two panels, as shown in Fig (2).

1. **Manuscript Requested for Review:** In this panel,
   1.1 Clicking on the “View Abstract” button, the Reviewer can view the abstract.
   1.2 Clicking on the “Yes, I agree to review” button, the review form appears as shown in Fig (3). At this stage, the reviewer agrees to do the review.
   1.3 To decline the review, click on the “Decline” button.

2. **Archived Submissions:** In this panel, the Reviewer can view the manuscripts that have been reviewed by the reviewers and it shows the current manuscript status.
1. The reviewer can download all the files (manuscript, image, tables etc.) simultaneously by clicking on the “Download Review Version” button as shown in Fig (3).

2. The reviewer can read the Review version online by clicking on the “Read Online” button as shown in Fig (3).

3. By clicking on the “View All Files” button in the panel in Fig (3), the Manuscript to Review panel appears as shown in Fig (3).

4. The Reviewer can download individual files by clicking on the “Download” button as shown in Fig (3).
It is mandatory to fill all the fields except for the **Upload File**. The review process can be completed by clicking on the “**Save**” button, as shown in “**Fig (3)**”.

*Note*: On reviewing the manuscript, the reviewer gives his evaluation in the form shown in **Fig (3)**.
Fig (3)
Once the Reviewer Evaluation form is completely filled, click on the “Save” button as shown in “Fig (3)”. After clicking on the “Save” button, a thank you message appears as shown in Fig (4). The user can go back to the dashboard by clicking on the “Back to Dashboard” button.

![Fig (4)](image-url)
After completion of the review process, the manuscript moves to the “Archived Submission” panel as shown in Fig (2). The manuscript status can also be viewed as shown in “Fig (5)”.

![Fig (5)](image)

### 2. Support

In case of any query/suggestion, the reviewer can use our online support system to create a ticket. Our Support department will reply as soon as possible. To generate a new ticket, click on the “Support” option given on the left panel of the dashboard as shown in Fig (6). The “Open a New Ticket” section appears as shown in Fig (7).
2.1 Open A New Ticket

As shown in Fig (7).

1. The desired “Help Topic” can be selected, which leads to “Ticket Details”.
2. The details can be provided in the “Ticket Details” section.
3. The file can be uploaded by clicking on the “Choose file” link or drag and drop the file.
4. The “Reset” button clears all the boxes and gives a reset option.
5. Clicking on the “Create Ticket” button, a new ticket is generated.
6. To cancel the ticket, click on the “Cancel” button.
By clicking on the “Create Ticket” button marked as ‘①’ on the page in Fig (7), the ticket panel appears in this section as shown in Fig (8), which gives the following options
① View the ticket number.
② View the information about the ticket and user.
③ Send the reply.
④ Print the page by clicking on the “Print” button.
⑤ By clicking on the “Edit” button, the given details can be edited.
By clicking on the “Ticket” tab on Fig (8) the panel shown in Fig (9a) opens. A specific ticket can be searched by entering the ticket number in the search field indicated by the red arrow marked as ‘①’.

Clicking on the “Search” button displays all the tickets. Open tickets can be viewed by clicking on the “Open” link as shown in Fig (9a) indicated by the red arrow marked as ‘②’. Closed tickets can be viewed by clicking on the “Closed” link as shown in Fig (9b) indicated by the red arrow marked as ‘③’.
**Open Ticket**: Open ticket means that the question has not been answered or the issue has not been resolved.

**Closed Ticket**: Closed ticket means that the team has resolved the issue related to the question.