ResearcherID for NTU: FAQs

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Additional FAQs are available here: http://www.researcherid.com/resources/html/faq.html

1. **Q: How does ResearcherID benefit faculty members in CoE and CoS?** <top>

   A: ResearcherID is an efficient tool for the faculty member to

   1. organise and manage his peer-reviewed works

   2. publicise his works to the rest of world

   3. can citation data of every paper he wrote that was indexed by the Web of Science

   4. identify peers and track leaders to benchmark against using tools provided in ResearcherID

2. **Q: What is the objective of this project?** <top>

   A: The object of this project is to:
   1. To increase and enhance visibility of our faculty and their research output
   2. To provide faculty members a means to analyse and track citations to their papers more easily.

3. **Q: What if I already have a Researcher ID?** <top>

   A: No duplicate ResearcherID will be created if your existing ResearcherID is registered with a NTU email account.

4. **Q: What if I have more than 1 Researcher IDs?** <top>

   A: You are strongly recommended to maintain only one ResearcherID profile – the profile that was registered using NTU email account.
   Please contact ResID@ntu.edu.sg to rectify this situation.

5. **Q: May I change my email address to a non-NTU email address?** <top>

   A: The use of non-NTU email address is not recommended because we are unable to perform updates to publication lists for any ResearcherID that is not registered with a NTU email address.

6. **Q: What publications do I include in the ResearcherID?** <top>

   A: Please only include journal articles.
   For faculty members of SCE and Division of Mathematical Sciences you may include journal articles and conference papers.

7. **Q: Do I have to key in non-WOS indexed publications into Researcher ID?** <top>

   A: It is recommended that you **do not** include non-WOS indexed publications at this stage as there no citation information will be available for non-indexed publications.

8. **Q: Why are my latest papers not listed in Suggested Publications?** <top>

   A: Suggested Publications were populated with data from RIMS.
   If a paper is not among the Suggested Publications, the likely cause is that it was not in RIMS at the point of download.

9. **Q: Who do I contact if I have queries on ResearcherID?** <top>
   A: For technical support, contact Thomson Reuters at ts.support.asia@thomsonreuters.com. Please also cc the ResID@ntu.edu.sg in the correspondence.

10. Q: Who do I contact if I need assistance on using Web of Science or EndNote Web? <top>

A: You can access Web of Science via NTU Library database page.
You can also view tutorials on EndNote Web on EndNote Training's YouTube Channel.
For further assistance on using Web of Science or EndNote Web, please contact the Library at
askalibrarian@ntu.edu.sg

11. Q: Will other colleges have ResearcherIDs created for them subsequently? <top>

A: Currently only CoE and CoS faculty are involved. ResearcherIDs creation for faculty in other colleges will be dependent on further decision by University management.

12. Q: How do I add other publications into Publications List in ResearcherID? <top>

A: It is recommended that you add **only WOS indexed publications** into your ResearcherID profile. Details on how to build your publication list is available at ResearcherID FAQ.

13. Q: What browsers are supported for ResearcherID.com? <top>

A: The following browsers are supported:
- Internet Explorer 7 or 8 (Windows)

- Firefox 3 (Windows / Macintosh)

- Safari 4.0 (Macintosh)

14. Q: Why can't I find my ResearcherID Profile in the registry even though I received an email for profile creation? <top>

A: ResearcherID profile will display only upon acceptance and verification by its owner.

Step 1: Login with the details provided in the ResearcherID account creation email.

Step 2: Complete registration.

15. Q: What should I do if I did not receive an email notification regarding profile creation? <top>

A: First check the roll out schedules and Junk Mail folder. Otherwise send email to
ResID@ntu.edu.sg

16. Q: Why is the Times Cited data omitted in some of my papers? <top>

A: Times cited information will be displayed under the following conditions:

1. The papers must be indexed by Web of Science and

2. Bibliographic information of the publication must match those in the Web of Science.

The citation metrics in ResearcherID is derived from data in Web of Science. If there is a discrepancy in the numbers, it may be due to:

1. Publications in the Publication List is incomplete hence resulting in smaller citation metrics,

    or

2. Bibliographic information of papers on your publication list did not match those in Web of Science as a result citation metrics cannot be displayed. Only papers that match those in Web of Science will display Times Cited data.

17. **Q: How can I edit bibliographic information of a paper in the ResearcherID?** <top>

    A: This functionality is not available in the ResearcherID system. At present, you may only add or delete items on your publication list.

18. **Q: The papers in My Publication List are not hyperlinked to Web of Science (WOS) and do not have times cited data. What can I do?** <top>

    A: After adding papers into My Publication List, your publications do not automatically hyperlink to WOS or automatically display Times Cited data. To hyperlink your publications and obtain Times Cited information from WOS, you will need to manage the My Publications folder.

    1. Click on "Manage List"
    2. Select the publications and click on "Update using Web of Science"
       If WOS is unable to locate your publication, you will see the message "no additional details found".
       This can be due to:
       (a) Publication information is not correct hence WOS is unable to match records **OR**
       (b) Publication is not indexed by WOS

       If (a), you may edit publication information by clicking on "Edit record in EndNote Web".
       Make your changes and save your record.
       Return to ReserarcherID and repeat Step 2.
       When WOS is able to match publications, you will see the message "Your publication(s) have been updated".

       You may wish to refer to Section E of the User Guide.

19. **A: What is my ResearcherID password? I get the message that I already have the password** <top>

    Q: This happens when you have already signed up to either a Web of Science or ResearcherID account. The password to log into ResearcherID is the same as the one you sign into Web of Science's personalized account. (This is not the same as accessing Web of Science via Library's website when you key in the NTU Network details - staff\username.)

    If you have forgotten your password, you can reset it at:
    https://www.researcherid.com/ViewForgotPassword.action

20. **Q: I joined NTU after the ResearcherID roll out for COE & COS, will a ResearcherID account be created for me?** <top>

    A: You will have to create your own ReseacherID account. Steps to register for the account can be found here. Should you need further assistance in setting up of the account or building your publication list, you can contact your Subject Librarian for assistance.

21. Q: I have created a ResearcherID account in my previous institution, what do I have to do now that I have joined NTU? <top>

A: You will now need to update your ResearcherID Profile with your latest institution. This is so that your profile can be viewed by other researchers when searching by affiliations.

a) Log in to ResearcherID Account with your existing username & password

b) Click on "Manage Profile"

c) Edit the profile information in the "My Affiliations" tab especially the following fields:

   o Primary Institution: Nanyang Technological University

   o Sub-org/Department: Your college, your department where applicable

   o Address: 50 Nanyang Avenue

   o Postal Code: 639798

   o City: Singapore

d) After you have made the changes, click on "Submit changes on this page" to save the changes

Additional FAQs are available here: http://www.researcherid.com/resources/html/faq.html