

Morressier Platform and Support FAQ

Organizer FAQ.....	1
Author FAQ	3
Reviewer FAQ	5

Organizer FAQ

Q: Can I unpublish my Call for Abstracts or Call for Papers?

A: We can only unpublish or withdraw a Call for Abstracts or Call for Papers if no papers have been submitted yet. Once submissions have been received, we will be unable to unpublish the initial Call.

Q: Can I add topics to my Call for Abstracts or Call for Papers?

A: We can only add topics to a Call for Abstracts or Call for Papers if no papers have been submitted yet. Once submissions have been received, we will be unable to add additional topics.

Q: Can I adjust the scoring system for my Call for Abstracts or Call for Papers?

A: We can only adjust the scoring system for a Call for Abstracts or Call for Papers if no papers have been submitted yet. Once submissions have been received, we will be unable to adjust the scoring system.

Q: I require technical assistance with the platform. Who should I contact for support?

A: Please contact support@morressier.com with a detailed description of the issue you have encountered. Please include information on the browser and version you are using, the time you experienced the issue, and any detail about the page or service that has been affected, including screenshots where possible. For further support guidance, please consult the FAQ below.

Q: Can I replace a submission on behalf of the authors?

A: We only permit this in cases where there is clear evidence the author is unable to do so by themselves, e.g. blocked regional access to the platform, etc. Please note that this evidence should be suitable to be shared directly with the publisher.

Q: What is the timeline for the overall publication process?

A: Please contact your corresponding IOP Conference Series mailbox for further details and status information on the publication process.

(<https://publishingsupport.iopscience.iop.org/questions/conferences-contact-us/>)

Q: How long will it take for IOP Publishing to assess the volume?

A: Please contact your corresponding IOP Conference Series mailbox for a working estimate of the time required for volume assessment.

(<https://publishingsupport.iopscience.iop.org/questions/conferences-contact-us/>)

Q: Why have certain papers been rejected?

A: Please contact your corresponding IOP Conference Series mailbox for information about why certain papers may have been rejected.

(<https://publishingsupport.iopscience.iop.org/questions/conferences-contact-us/>)

Q: When will my published papers be indexed?

A: We submit all published content to indexation services. However, please be aware that the individual platforms and services have their own acceptance criteria and timelines, which we have no direct control over. ([Where are conference proceedings abstracted? - IOPscience - Publishing Support](#))

Q: Can I share the similarity report with the authors?

A: Similarity reports are intended for organizer use only and we would not recommend sharing the report with the authors.

Q: Can I withdraw papers?

Q: Only the author can withdraw their submission. If the paper has not yet been accepted, the author can withdraw their submission following these instructions: <https://support.morressier.com/knowledge/how-to-withdraw-your-paper>. If the paper has been accepted, the author must contact support@morressier.com with a detailed explanation of which submission(s) they would like to withdraw and why, copying in all co-authors.

Q: I have a payment related query. Who should I direct it to?

A: Please contact your corresponding IOP Conference Series mailbox for any queries regarding payment.
(<https://publishingsupport.iopscience.iop.org/questions/conferences-contact-us/>)

Q: What requirements are there for papers?

A: Please consult IOPP's Publishing Support guidance page for more information. ([Preparing your proceedings paper - IOPscience - Publishing Support](#))

Q: What requirements are there for the review process?

A: Please consult IOPP's Publishing Support guidance page for more information. ([Proceedings peer review policy - IOPscience - Publishing Support](#))

Author FAQ

Q: I require technical assistance with the platform. Who should I contact for support?

A: Please contact support@morressier.com with a detailed description of the issue you have encountered. Please include information on the browser and version you are using, the time you experienced the issue, and any detail about the page or service that has been affected, including screenshots where possible. For further support guidance, please consult the FAQ below.

Q: Can I update the title of my submission?

A: Yes, this can be done at any stage prior to publication of your conference proceeding. Please contact the conference organizer directly to confirm they are happy for you to make changes to the title of your paper.

Q: Can I add a co-author, change an existing co-author or change the order of the author list in my submission?

A: Yes, any of these can be requested prior to publication, though IOP Publishing reserves the right to review any of these changes to avoid misconduct or ethical breaches. Please contact support@morressier.com and let them know the full author list, including author names and corresponding email addresses.

Q: Can I withdraw my submission?

A: Yes. If your paper has not yet been accepted, please withdraw your submission following these instructions: <https://support.morressier.com/knowledge/how-to-withdraw-your-paper>. If your paper has been accepted, please contact support@morressier.com with a detailed explanation of which submission(s) you would like to withdraw and why, copying in all co-authors.

Q: I have previously withdrawn a submission. Can I resubmit my paper?

A: Yes. Please contact support@morressier.com with a detailed explanation of which submission(s) you would like to resubmit and why, copying in all co-authors.

Q: Can you share the conference organizer's email address with me?

A: Yes. Please contact support@morressier.com with your request, including any details of your submission.

Q: Can I change the topic of my abstract?

A: Yes, this request can be accommodated. Please contact support@morressier.com with full details your request.

Q: Can I change the topic of my paper?

A: No, unfortunately, we are unable to change the topic of your paper post-submission. Please contact your conference organizer to notify them of your requirements and discuss any ongoing implications for your paper.

Q: Can the Call for Abstracts or Call for Papers submission deadline be extended?

A: Please contact the conference organizer directly with your request for their consideration.

Q: Can the Call for Abstracts or Call for Papers resubmission deadline be extended?

A: Please contact the conference organizer directly with your request for their consideration.

Q: Will the conference organizer allow for any resubmissions?

A: Please contact the conference organizer directly with your request for their consideration.

Q: My paper was rejected. Would it be viable for a refund?

A: Refunds are at the discretion of the conference organizers, who accepted your original payment. Please contact them directly to discuss the possibility.

Q: Can I add or edit the keywords on my submission?

A: No. Unfortunately, we are unable to add or change the keywords of your paper post-submission.

Q: Can I request a certificate or letter of acceptance for my paper?

A: Yes. Please contact the conference organizer directly with your request for their consideration.

Q: Can the bibliography or other specific parts of my paper be excluded from review for the similarity report?

A: Please inform the conference organizer of any sections that should be excluded from the similarity report, along with the reasons why. The organizer should be able to exclude them manually if your request is accepted.

Q: Why was my paper rejected?

A: Please contact the conference organizer directly for any information about your submission.

Q: My abstract/paper was accepted. What do I need to do next?

A: Please contact the conference organizer directly for any guidance on next steps for your accepted abstract/paper, or the status of your submission.

Q: I would like to register for a conference. Who do I contact for information?

A: Please contact the conference organizer directly for any guidance on registration.

Q: I have questions about the conference itself. Who do I contact for information?

A: Please contact the conference organizer directly for any information of the conference.

Q: What are the timeline and requirements of the publication process?

A: Please contact the conference organizer for any information on the overall publication process. Alternatively, please consult IOPP's Publishing Support guidance pages for templates, process guidance and publisher contact information.

(<https://publishingsupport.iopscience.iop.org/questions/conferences-contact-us/>)

Q: Where and when will my paper be indexed?

A: We submit all published content to indexation services. However, please be aware that the individual platforms and services have their own acceptance criteria and timelines, which we have no direct control over. ([Where are conference proceedings abstracted? - IOPscience - Publishing Support](#))

Q: My paper has been submitted to the publisher. Can I make any edits to the paper?

A: We expect papers that have been submitted by the conference organizer to the publisher to be in their final form. We cannot accept further edits to the paper beyond this stage.

Reviewer FAQ

Q: I require technical assistance with the platform. Who should I contact for support?

A: Please contact support@morressier.com with a detailed description of the issue you have encountered. Please include information on the browser and version you are using, the time you experienced the issue, and any detail about the page or service that has been affected, including screenshots where possible. For further support guidance, please consult the FAQ below.

Q: Can I assign a paper/abstract to myself if it was previously declined by mistake?

A: Yes, this can be done. Please provide the details of the declined paper to support@morressier.com, as well as any reasoning as to why it was mistakenly declined.

Q: Can you share the conference organizer's email address with me?

A: Yes. Please contact support@morressier.com with your request.

Q: Can the review deadline be extended?

A: Please contact the conference organizer directly with your request for their consideration.

Q: Can I change the topics of expertise after I have hit the "Save" button?

A: This is not directly possible within the platform after you have hit "Save". Please contact the conference organizer with your request for their consideration.

Q: Can I assign abstracts/papers to myself to review?

A: No. Assigning abstracts/papers to reviewers is the responsibility of the conference organizer.

Q: Can I receive a certificate for my review?

A: Please contact the conference organizer directly with your request for their consideration.