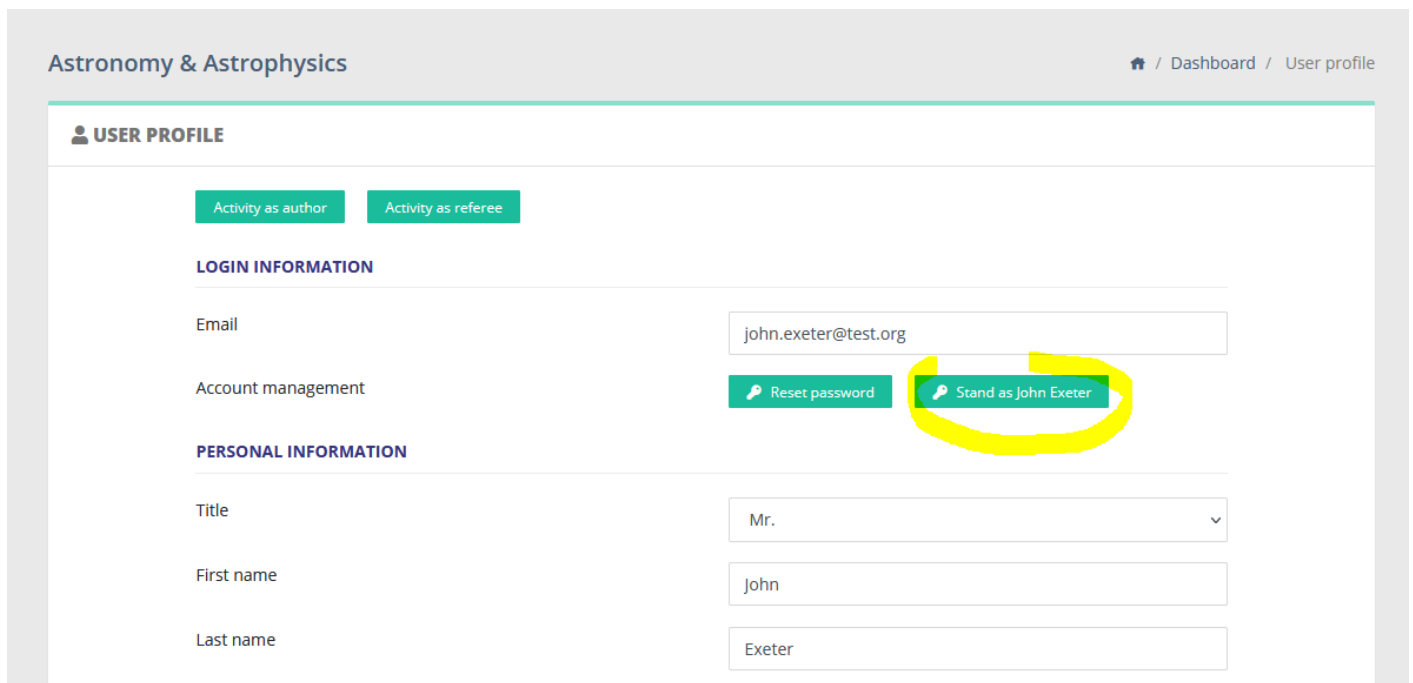


The editor tells me he cannot perform an action. How can I see his interface and help troubleshoot it?

Administrators are allowed to log in as another user and perform actions on his/her behalf.

This allows the administrator to see exactly what the users experience, and helps to quickly troubleshoot problems. Note that users' passwords are crypted and remain undisclosed to the administrator.

The feature is available to the administrator via each user page. When clicking on a Nestor user, the administrator has access to this button:



The screenshot shows a web interface for 'Astronomy & Astrophysics'. At the top right, there is a breadcrumb trail: 'Dashboard / User profile'. Below this is a section titled 'USER PROFILE' with a person icon. There are two green buttons: 'Activity as author' and 'Activity as referee'. Under the heading 'LOGIN INFORMATION', there is a form with the following fields: 'Email' (john.exeter@test.org), 'Account management' (with 'Reset password' and 'Stand as John Exeter' buttons), 'PERSONAL INFORMATION' (with 'Title' dropdown set to 'Mr.', 'First name' 'John', and 'Last name' 'Exeter'). The 'Stand as John Exeter' button is circled in yellow.

Clicking this button connects the administrator with this user account:

Astronomy & Astrophysics

Dashboard

ARTICLES LIST

Submit a new article

As Author 0 As Co-Author 0 As Referee 1

Articles shortcut : To Do / In progress / Production in progress / Finished

To Do 0

In progress 0

Production in progress 0

Finished 0

From that point on, the administrator can execute actions on behalf of this user.

Any action recorded in the article history will appear as executed by the impersonated user, with a special note:

Context	Date	User	Label	Note
Article Action	11:06	John Exeter	→ Uploads referee report	-
Article Action	11:06	John Exeter	→ Accepts invitation	-
Article Action	29/07/2021	Nicolas Admin (eddy@edpsciences.org) stood as John Exeter	→ Assigns editor	-
Article Action	21/07/2021	Nicolas Admin	→ Sends invitation to referee	-

To leave the user account, the administrator simply has to log out as usual. He will be redirected to his own account:

ARTICLES LIST

Submit a new article

As Author 0 As Co-Author 0 As Referee 1

Articles shortcut : To Do / In progress / Production in progress / Finished

To Do 0

In progress 0

Production in progress 0

Finished 0

Revision #5

Created 24 January 2023 16:40:22 by Nestor

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