



Research Information Systems at ESE
Additional FAQ departmental helpdesk

Version information

Version	Date	Summary of changes
01	18-1-2013	First published version

Latest version

The latest version of this document is always available at:

http://www.eur.nl/fileadmin/ASSETS/ese/Onderzoek/ESE_Research_Information_Systems_add_FAQ_dept_helpdesk.pdf

1 General information

1.1 Abbreviations used in this FAQ

- RIS: Research Information Systems
- URL: Uniform Resource Locator (link to a website)

1.2 ESE's Information Manager Research

At several points in this FAQ you are requested to send an email to ESE's Information Manager Research. The current Information Manager Research is: Pieter Vreeburg (vreeburg@ese.eur.nl)

1.3 Use of available documentation

If your problem cannot be solved with the information contained in the documents below please forward your problem by e-mail to ESE's Information Manager Research (see 1.2)

Document	URL
Manual RIS	http://www.eur.nl/fileadmin/ASSETS/ese/Onderzoek/ES E Research Information Systems manual v1.pdf
Public FAQ	http://www.eur.nl/ese/research/general_information/research_information_systems/frequently_asked_questions_faq/
This document	http://www.eur.nl/fileadmin/ASSETS/ese/Onderzoek/ES E Research Information Systems add FAQ_dept_help desk.pdf

2 Profile page at the ESE website

Q: A personnel member wants to change field X on his / her profile page, what can I do?

A: Table 4 (chapter 5 of the RIS manual) lists all field which are available on ESE's profile page. The 'change' column signifies who is authorized to change this field.

Personnel can change fields marked with 'Y' them self through Personal Metis / IDM (see chapters 6 and 8 of the RIS manual).

Fields marked with 'Admin' (for example: personal website, social network id's, etc.) can only be changed by the database administrator. Please forward requests for change of an 'admin' field to ESE's Information Manager Research.

Q: A personnel member wants the photograph on his /her profile page removed, what can I do?

Profile page photos are managed by ESE's Information Manager Research. Please forward your request to remove the profile photograph to him / her.

Q: A personnel member want to change his / her research / expertise text (tab Research / Expertise), what can I do?

This is a very frequently asked question. Personnel can change their research / expertise text themselves in Personal Metis (see also chapter 6 of the RIS manual).

N.B. the Research / Expertise tab shows different text depending on the personnel type. For academic staff the tab is titled 'Research'. For support staff the tab is titled 'Expertise'.

Q: A personnel member want his / her profile page removed, what can I do?

A: The primary database for ESE's profile pages is the MIS database, which is only accessible by the central administrator. Forward the request for to take down the profile page to ESE's Information Manager Research.

3 Personal Metis

Q: Does ESE's scientific personnel have to add their own publications to Personal Metis or does somebody else handle this?

A: ESE's standard policy is to let scientific personnel register their own publications in Personal Metis. Some scientists have made personal arrangements (for example: the whole department of Econometrics) to let their secretariat or a student-assistant add their new publications to Metis.

There are two ways to delegate the responsibility of adding publications to Personal Metis from a scientist to somebody else:

1. Ask the scientist concerned to hand over their username and password and log in to Personal Metis with their user credentials (not recommended as you have to manage a lot of separate user credentials).
2. Send a request for the delegation of rights to ESE's Information Manager Research. You will be given right to add publications for your whole department.

Q: A personnel member cannot log in to Personal Metis, what can I do?

A: A user can request his password using the 'password forgotten' link on the Personal Metis login page. Note that user authentication in Metis is caps-sensitive (which means that capitalization in usernames and passwords is important).

If the user still cannot login forward the problem to ESE's Information Manager Research.

Q: A personnel member wants to add publications to Personal Metis, but the journal in which the publication appeared is not listed in Personal Metis, what can I do?

A: A: The Metis journal list is maintained by the university library. If you would like to register a journal in Personal Metis, forward your request to Hans Brandhorst of the University Library (brandhorst@ubib.eur.nl)

Q: A personnel member wants to update his / her editorial positions / organizational memberships in Personal Metis but the journal organization is listed in Personal Metis, what can I do?

A: The journal / organization has to be added to the Metis database. Forward the request to ESE's Information Manager Research.

Q: A personnel member has added his publications to Personal Metis and wants an online list of his publications (see public FAQ > Personal benefits)

A: URLs for online lists are managed directly in the Metis database. Forward the request to ESE's Information Manager Research.

4 Personal website

Q: A personnel member wants his / her personal website listed on his / her profile page, what can I do?

A: The URL of the personal website has to be added to the MIS database. Forward the URL of the personal website to ESE's Information Manager Research.

Q: A personnel member does not have a personal website, but does want to make one, what can I do?

A: Direct your personnel member to the ESE ICT servicedesk (support@ese.eur.nl). They can provide him / her with space on ESE's webserver and software to edit the personal website. The following URL is used for all ESE personal websites: <http://people.few.eur.nl/LASTNAME/>.

To have the website listed on the personnel member's profile page the URL has to be added to the MIS database. Forward the URL to ESE's Information Manager Research.

Please note that the personal webpage is a strictly personal affair, neither ESE's ICT servicedesk nor ESE's Information Manager Research are able to give much support.