


From: Robbykha Rosalien (Crossref) support@crossref.org 
Subject: [Crossref] Update: Welcome to Crossref Society of Cutaneous Oncology: your unique prefix and account credentials
Date: April 19, 2023 at 4:01 AM
To:
Cc: Miller, David M.,MD, PhD dmiller4@mgh.harvard.edu, Thrillamilla thrillamilla@gmail.com

RR

In replies all text above this line is added to the ticket

You are registered as a cc on this help desk request and are thus receiving email notifications on all updates to the request.

Reply to this email to add a comment to the request.



Robbykha Rosalien (Crossref)

Apr 19, 2023, 08:01 UTC

Hello David,

Welcome to Crossref. We're a not-for-profit membership organization that exists to make scholarly communications better.

You're receiving this email because you're one of the key contacts on your new Crossref member account. Your organization is now a member, and you're ready to get involved with our community and connect your content with the global network of online research.

You can now create Crossref DOIs for the content that you publish using your unique DOI prefix. You need to register these DOIs (and metadata about your content) with us using your new Crossref account credentials.

Member name: Society of Cutaneous Oncology

Your DOI prefix: 10.59449

Role: scuc

Each person who needs to register content with us will need their own set of personal user credentials.

To get you started, we'll set up your technical contact, dmiller12345@gmail.com, with personal Crossref user credentials.

dmiller12345@gmail.com, – you'll now receive an email from noreply@crossref.org with the subject line "Your Crossref password". This email contains a link where you can set your own password. You'll then be able

email contains a link where you can set your own password. You'll then be able to use your email address and password to access our tools and services. Some of our tools and services might also ask you for your role – which is **scuc**. (For example, if you're setting up the OJS Crossref plugin, you'll need to include the role too – [more information here](#).)

Please note, the link in the email will expire after four days, and can only be used once. If you'd like to reset your password in future (or if your link has expired) you can send yourself a new link at any time by visiting our [admin tool](#), and clicking on the "forgotten your password" link.

If you would like personal Crossref user credentials created for other people at your organization so they can register content too, please reply to this email providing their first name, last name and email address, and we'll send them a link, too.

Please note – if you won't actually be registering content yourself, you won't need a set of personal Crossref user credentials.

Important: How to get started

There are three key steps to getting started.

1. Prepare to register your content
2. Register and verify
3. Display your DOIs

Please take a look at the [Getting Started](#) page on our website which explains how to achieve each step.

Need help?

We're going to be sending you all a series of emails over the next week to welcome you to the Crossref community. These emails will include more information about participating within the community, what you need to set up when you've chosen your registration method, and the regular reports you'll receive from us. They'll be coming from the email address member@crossref.org, so please add this email address into the contacts or safe senders list in your email client to make sure that you receive them.

If you need further help, do take a look at our [help documentation](#). Our support team is available to help on support@crossref.org and you may find support from others in the community in the new members' channel in the [Crossref forum](#).

Invoices and payment

You've already paid your fees for your first year of membership. Your billing contact will receive a membership renewal invoice by email next January, plus quarterly content registration fees for any content that you register.

If you didn't already request access to our [payment portal](#) through your application process, we'll send your billing contact credentials for the payment portal soon. Your billing contact will receive an email from admin@tpro3.com with the subject line "Your Crossref payment portal credentials". There will be a link in this email where they can set their password for the payment portal. (Please note: these credentials are different from the ones that you use to register content with us).

You can use the portal to download PDF copies of your invoices, check your paid or unpaid invoices, or pay using a credit or debit card. If others at your organization would like to have access to the payment portal too, do just [send us a request](#).

Best wishes,

Robbykha



Robbykha Rosalien (Crossref)

Apr 18, 2023, 00:25 UTC

Hi David,

Thank you for confirming your payment. Upon receipt of confirmation of funds from our Billing team, we'll go ahead and activate your account and issue you with your DOI prefix and login details, plus information on how to get started with Crossref. We'll be in touch again within the next couple of working days.

Thank you

Best wishes,

Robbykha



Dmmiller12345

Apr 17, 2023, 17:14 UTC

Thanks Laura,

The invoice has been paid. I look forward to hearing from you all regarding final steps in activating my account.

Best,

David



Laura Cuniff (Crossref)

Apr 17, 2023, 15:38 UTC

Hello David,

Thank you for your follow-up. You now have access to our payment (billing) portal. Please add admin@tpro3.com to your Contacts to receive the email necessary to activate your access, subject line "Crossref payment portal password reset." Please enter the address provided to Crossref as *Billing* contact: thrillamilla@gmail.com. Create your unique, case-sensitive password when you receive a follow-up email from admin@tpro3.com.

Note: If that link expired, [link here to the portal](#) and click "Forgot Password?" to enter the email address provided to Crossref. Create your unique, case-sensitive password when you receive a follow-up email from admin@tpro3.com.

When you log in, you have *immediate* access to view and generate a PDF of SCUC00's invoices (both "PAID" and unpaid)

- **Access "OPEN INVOICES"** to retrieve the invoice(s) to be paid. To download a PDF, click the downward-pointing arrow to the far right of the invoice number.
- **Make fee-free credit card, or debit card with Mastercard or Visa logo, and US bank ACH payments**
 - Making payment is most successful when following these tips: Via a PC or laptop, use either Firefox or a Chromium-based browser; clear the cache of the browser; log in and process payment in a private/incognito window
 - Notes about using the optional Autopay feature: Invoices are due 45 days. We send a reminder about upcoming invoice due dates. Autopay affects payment the day *after* an invoice's due date. If you intend to make *immediate* payment on *existing* invoice(s), you must actively make payment and then set up Autopay for future invoices by going to "My Account", "Manage Payment Methods", and check "Store Account and Set as Default?" for the appropriate account. Lastly, go to "AUTO PAY", and check Enable.

If not paying via the portal, please reference the attached Payment Instructions and include your Customer ID: SCUC00 in your payment description.

After making payment, you may choose to reply with a receipt. This is helpful when initiating Crossref membership.

Last requests

- **Include your billing Customer ID: SCUC00 in all communications and payment descriptions** (if not paid via the portal)
- **Monitor invoices via the payment portal.** We issue invoices four times yearly: mid-January, mid-April, mid-July, and mid-October. Log in at any time to check on your billing account.
- **Reset your payment portal password immediately at:**
https://portal.tpro3.com/CrossRef/Customer_Portal, click "Forgot Password?", enter the email address provided to Crossref, and create your unique case-sensitive password when you receive a follow-up

your unique, case-sensitive password when you receive a renewal email from admin@tpro3.com.

- **Questions?** See our Billing FAQ at [All about invoicing and payment](#)
- **Contact updates...an existing contact should message** the Membership team, member@crossref.org, with any changes, including requests to designate a Secondary Billing contact: On behalf of SCUC00, here are contact update(s): <INSERT Full Name, unique email address, and role served>.
 - Note about Billing contact updates: When an invoice is generated, a communication track of reminders is also created and set to be sent to the same recipient. Unfortunately, we cannot reset the reminders when you update your Billing contact. Updated Billing contacts will receive *future* invoices and related reminders.

We appreciate your attention to invoices.

Kind regards,

Laura Cuniff, Crossref Billing

Attachment(s)

[Payment Instructions Crossref \(18\).pdf](#)



Robbykha Rosalien (Crossref)

Apr 3, 2023, 04:08 UTC

Hi David,

Please find below a subscription order to pay for your new membership of Crossref. You'll see this as a link at the bottom of the email.

(You'll see that we call this a Subscription Order and not an invoice, but it operates in the same way. Unfortunately we can't change the wording on the document to say "Invoice" and not "Subscription Order").

Your subscription order is prorated and covers the remainder of the current calendar year (2023). Your next membership renewal invoice will be sent to

your billing contact in January 2024, and each January thereafter. (Of course, your billing contact may also receive some content registration invoices before then. It's important to remember that you have to pay both your annual membership invoices AND your invoices for content registration each year in order to stay as a member). If you have questions about our billing schedule or other billing matters, you can [find out more](#) on our website.

Once your payment for your subscription order has been received, we'll finish setting up your account and send you your DOI prefix and Crossref account credentials within two working days, and you'll be able to start registering content immediately. After this point, any future invoices will be sent to the billing contact(s) that you nominated on your application rather than to you.

We have several payment options available, and you can find these in the attached payment instructions. These will also appear as a link at the bottom of this email.

IMPORTANT: If you would like to use our online Payment Portal to pay with credit or debit card, you will need login details. Please request them by replying to this email – you don't need to send a separate email to our Billing team.

Best wishes,

Robbykha

Attachment(s)

[Payment_Instructions_Crossref_20221107.pdf](#)

[Membership Order-MO-10939.pdf](#)



Dmmiller12345

Mar 30, 2023, 10:06 UTC

Cheers

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Robbykha Rosalien (Crossref)

Mar 30, 2023, 09:42 UTC

Hi David

Thanks for all the information you've provided in your application.

We've started the process of creating your member account, and we'll be sending you the subscription order for your first year of membership, prorated to cover just the remainder of 2023, in the next couple of days.

Best wishes,

Robbykha



Dmmiller12345

Mar 30, 2023, 01:30 UTC

Thank you Robbykha, please let me know if you need anything else from me.

Best,

David



Robbykha Rosalien (Crossref)

Mar 30, 2023, 01:15 UTC

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Best wishes,

Robbykha



Dmmiller12345

Mar 29, 2023, 09:36 UTC

Your application for membership of Crossref

12_publishown: 1
agreement-modal: on
14_first_name: David
15_last_name: Miller
16_email_address: dmmiller12345@gmail.com
40_organisation_name: Society of Cutaneous Oncology
17_postal_street_1: PO Box 620534
20_postal_city: Newton Lower Falls
21_postal_state: MA
22_postal_postal_code: 02462
23_postal_country: United States
43_organisation_url: <https://cutaneousoncology.io>
43_organisation_url_published_content:
<https://journalofcutaneousoncology.io>
41_profit_or_not_for_profit: not_for_profit
42_organisation_type: Society
44_organisation_revenue: less_than_\$1_million
same_as_postal_address: same_as_postal_address
17_billing_street_1: PO Box 620534
20_billing_city: Newton Lower Falls
21_billing_state: MA
22_billing_postal_code: 02462
23_billing_country: United States
24_primary_contact_first_name: David
24_primary_contact_last_name: Miller
24_primary_contact_email: dmmiller12345@gmail.com
same_as_business_contact: same_as_business_contact
26_voting_contact_first_name: David
26_voting_contact_last_name: Miller
26_voting_contact_email: dmiller4@mgd.harvard.edu
27_technical_contact_first_name: David
27_technical_contact_last_name: Miller

27_technical_contact_email: dmmiller12345@gmail.com
same_as_technical_contact: same_as_technical_contact
29_metadata_quality_contact_first_name: David
29_metadata_quality_contact_last_name: Miller
29_metadata_quality_contact_email: dmmiller12345@gmail.com
30_billing_contact_first_name: David
30_billing_contact_last_name: Miller
30_billing_contact_email: thrillamilla@gmail.com
registration_method: Web deposit form
work_with_platform: no
any_further_info: My name is David Miller and I am a medical oncologist at
Massachusetts General Hospital. I am the founder of the Society of Cutaneous
Oncology (<https://cutaneousoncology.io>) and founder and editor of The
Journal of Cutaneous Oncology (<https://journalofcutaneousoncology.io>). I