



HELP FOR SUBMISSIONS SYSTEM

Dear users:

This document includes some guidance intended to facilitate the process of submitting papers and posters.

A. ENTERING FOR THE FIRST TIME

1. The system requires all fields with asterisks **to be filled with the information required; they cannot be left blank.**
2. The fields named as follows allow letters, numbers, spaces and the following special characters:
 - Title (Paper / Poster): single or double hyphens, dash, and brackets.
 - Name (lead author): (no other characters)
 - Surname (lead author) single hyphen
 - Organization (lead author) (no other characters)

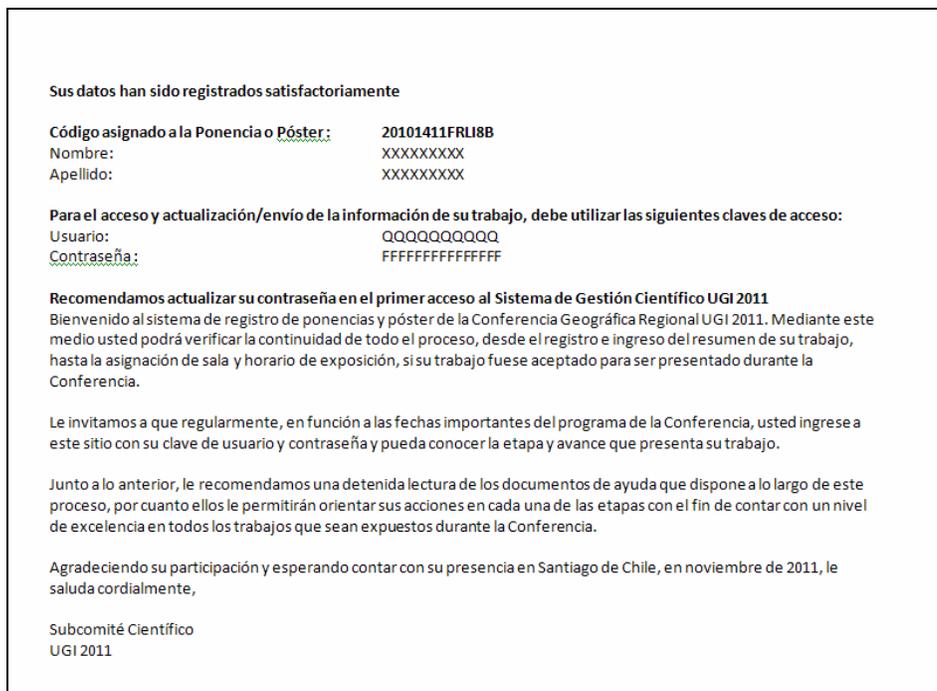
Any other character entered will cause problems.

3. At the moment of clicking on “confirm submission” a small window will open saying that the information has been stored correctly and that an e-mail message has been sent.



4. The system automatically creates an identity code (id) and a password for each submission made, sending these automatically from the info@ugi2011.cl conference contact address to the author's e-mail address defined in the submissions system.

The following is an example of the information that you will receive at your e-mail address:



It is very important that you check that your current e-mail address has been correctly entered.

5. If you do not receive the e-mail message after a short time, then it is possible that a mail management system has blocked the automatic message sent by the system and has diverted it to secondary folders classed as spam or unsolicited mailings.

Please check in all your e-mail inboxes for the presence of any e-mail message sent from info@ugi2011.cl

B. ENTRY AS REGISTERED USER

1. Once the user receives the id code and password, the system can be re-entered to check the status of the submission and also to modify or add to the submission and author records.

The system is case-sensitive when using the password, so when typing check if the keyboard is entering the characters in capitals or not.

C. IN CASE OF PROBLEMS

1. Prepare a message describing the step that the user was in, the actions being performed up to that moment and the problem itself.
2. Send the message to info@ugi2011.cl with “To LOC – Submissions System Problem” in the subject line.