

User Support and Feedback

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User Support

How may we help you? ×

Missing/Incorrect Record

Submit a missing record or correct an existing record.

Missing References

Submit missing references to an existing ADS record.

Associated Articles

Submit associated articles to an existing record (e.g. arXiv / published paper).

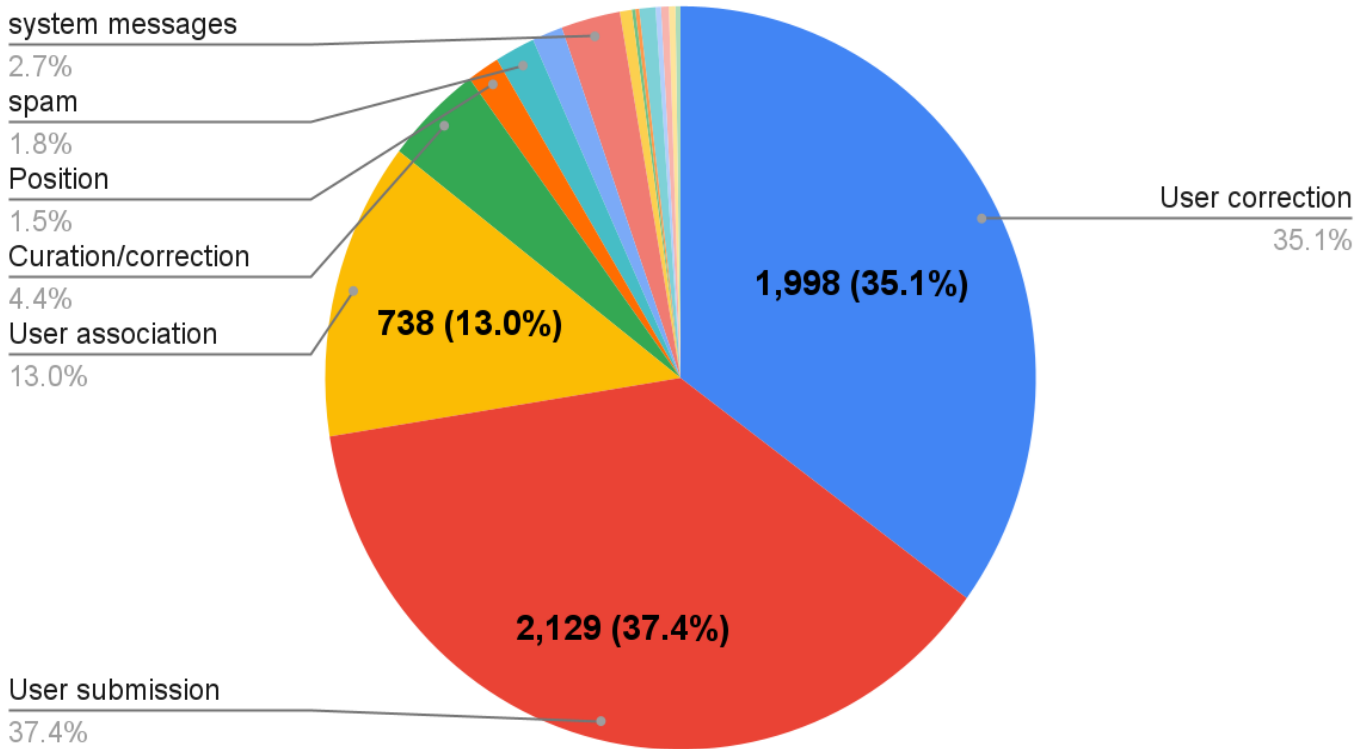
General Feedback

Send your comments and suggestions for improvements.

- From the feedback forms available on ADS
- From email to adshelp@cfa.harvard.edu
- **Missing references** is totally automated. There were 11,218 submitted citing/cited pairs since last November.

User Support

Totals by topic/tag



Through HIVER, we received a total of 5694 messages from November 2022 through October 2023. 85% (4865) of the submissions were in the categories on user correction, user submission and user association and most were submitted through the online feedback forms. These items are automatically tagged and delivered to the correct ADS employee to add.

Top non-automated User Topics

Curation/correction	253
System messages	153
Spam	104
Position application/inquiry	84
Question	79
Module – ORCID	42
Search	31
Zenodo	20
Missing content	17
Data issue	14
AWS	13
Librarian	10
Data request	9

829 user questions over the year needed to be answered directly.

5 ADS staff members take weekly turns at monitoring these questions.

These are the most common categories.