

## [Q&A file for easy system navigation](#)

Dear Author,

To ease your navigation of the Scientific Manuscript Management System we compiled a file of answers to frequently asked questions.

Should you encounter problems that are not listed in the file please notify us by email [imaj@ima.org.il](mailto:imaj@ima.org.il) or phone 972-3-6100418 and we will address the issue.

Regards,

Publishing Department

### Questions

1. I am a physician and an IMA member however I am unable to access the system.
2. I am not a physician/I am not an IMA member and I am unable to access the system.
3. I tried unsuccessfully to attach the manuscript file as designated in the system.

### Answers

1. Please make sure you entered the necessary information as requested:  
ID Number – try to enter with or without the 0 in the beginning/with or without the control number and date of Birth.
2. Please contact IMAJ secretariat in order to receive password.  
Please send your request by email: [imaj@ima.org.il](mailto:imaj@ima.org.il) with the following information:  
ID Number, first name, last name, date of birth and telephone number.  
Or call 03-6100418 .
3. If you did not succeed in attaching a file to the system please check the following:
  - We recommend to use **Google Chrome** browser.
  - In most cases a file larger than one megabyte will not be uploaded to the system. Perhaps the file includes pictures in which case try to reduce their size or attach them differently to the file.
  - In some workplaces employees cannot upload files due to security definitions. Please try uploading the file from an external computer.
  - Sometimes several minutes are required to upload a file due to file size or network traffic problems. Please wait patiently for a system message.