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RESOURCES

ASME has created a library of videos designed to assist authors with most of the submission steps. Videos for each specific conference can be located in the resources section towards the bottom of each conference websites.

RESOURCES

 Web Tool Training	 Web Tool Video Tutorial	 iThenticate Guidelines	 Web Tool Help Center
 New ASME Web Tool	 How to Submit a Draft Paper	 How to Submit an Abstract Tutorial	 How to Review Abstracts Tutorial
 ASME Keynotes	 ASME Proceedings	 Invest in Your Professional Development	 Journal

HELP EMAILS

It is best practice to send inquiries and requests to one of our help emails rather than to specific staff members. Using the help emails will ensure that your question is addressed as quickly as possible by the next available staff member rather than waiting for a specific staff member to assist with your inquiry.

If you happen to send your inquiry to the wrong department, ASME staff will forward your email so that your concern is addressed promptly.

Journal Submission Help

journalcopyright@asme.org

Any questions, problems, or inquiries about journal submissions
Submitting external copyright agreements for journal submissions
Problems or issues with journal submission tool

Registration Help

asme@eventray.com

Trouble with registration
Billing problems concerns or questions

events@asme.org

Inability to load .pdf due to registration issues
Problems accessing conference site during live conference

Technical Support

toolboxhelp@asme.org

Login Problems
Change SSO details
Merge Multiple Email Accounts
Permanent Change to Author Email Address or Affiliations
Change Presenting Author on Paper Record
Difficulty loading Paper, Video or Posters
Withdraw Submission from Conference

Conference Support

toolboxhelp@asme.org

Inability to Access Conference Site

Reviewer Support

toolboxhelp@asme.org

Accessing Reviewer Comments

Resend Reviewer Comments

Assistance with Reviewer Assignments

Questions about Review Invitations

Published Submissions Support

conferencepubs@asme.org

Access to conference papers (registered attendees only)

Queries about Indexing/Scopus/Compendex Queries about

Proceedings

Questions about Digital Collection

IMECE Submission Support

congresshelp@asme.org

All support for IMECE conferences only

Copyright Support

copyright@asme.org

Resend Copyright Agreement

Submission External Copyright Forms

Change/Update Author Contact on Copyright Agreement

Inability to sign Copyright agreements

Questions about Copyright agreements

Production Support

copyright@asme.org

Paper Formatting Questions

Production Problems or Concerns

Removal or Addition of Authors after Abstract Submission

Revision to Author Affiliation

Revision of Author Order in system

Addition of Acknowledgement Section for Funding Purposes

Speaker Release Support

toolboxhelp@asme.org

Submission External Speaker Release Forms

Change/Update Author Contact on Speaker Agreement

Inability to sign Speaker agreements

Questions about Speaker agreements

Open Access Support

openaccess@asme.org (for Journal Submissions only)

conferencepubs@asme.org (for conference submissions)

Permission to Publish Support

permissions@asme.org

Permission to use Paper Published in Conference

Questions about Paper Distribution Post Publication

Permission to submit Paper to non-ASME Journal

REQUESTS FOR ASSISTANCE ARE NOT ANSWERED

All our help lines work on many conferences at the same time. We can respond the quickest when authors provide the following information in every inquiry so that we can begin working on the issue right away:



[Conference Name](#)



Paper Number



[Proof of registration \(when applicable\)](#)

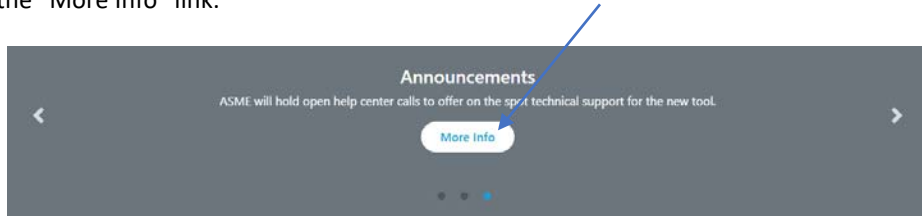
Due to the number of conference submissions, the help email lines will often become busiest close to conference deadlines.

Sending emails to many departments only creates backlog that takes staff longer to answer. It is best to send a backup email if you are concerned that your email didn't go through or you haven't gotten a response within 3 business days of your initial email.

Avoiding last minute submissions will allow time to address technical problems and resolve unexpected issues to ensure your submission meets conference requirements.

ASME HOSTED web tool help zoom

To get the meeting ID or identify the time for this help for your conference, scroll the “Announcements” section until you find the “More Info” link.



This will take you to another screen that identifies all the information needed to attend the help meeting for your specific conference.

Web Tool Help Center

Help Center Call I

Time: 10:00 AM - 11:00 AM

Please download and import this [iCalendar \(.ics\) file](#) to your calendar system.

[JOIN ZOOM MEETING>>>](#)

Meeting ID: 812 794 064

Password: 700205

One Tap Mobile:

+19292056099,,812794064# US (New York)

+16699006833,,812794064# US (San Jose)

Dial by Your Location

+1 929 205 6099 US (New York)

+1 669 900 6833 US (San Jose)

877 853 5247 US Toll-free

888 788 0099 US Toll-free

Meeting ID: 812 794 064

Find your local number [here](#).