

Frequently Asked Questions

Mathematics Teacher: Learning and Teaching Pre-K—12

I have encountered issues or have questions about using the MTLT site. Whom do I contact for assistance?

For technical support, contact ScholarOne Customer Care Monday – Friday between 12:00 am ET and 8:30 pm ET at 1-888-503-1050 or send an email to ts.mcsupport@clarivate.com

For non-technical questions, contact NCTM Journal staff (800) 235-7566 (Monday-Friday 8:30 a.m. – 5:00 p.m. ET or send an email to MTLT@nctm.org

How do I create an account on the MTLT submission site?

Go to <https://mc04.manuscriptcentral.com/mtltpk12> and look for the “Create An Account” link located at both the top left portion of the page and within the Log In section of the page.

When I attempt to create an account on the MTLT site I receive an error message indicating that my e-mail address already exists in the system, what do I do?

For your convenience, we imported names and e-mail addresses of many of the TCM, MTMS and MT manuscript referees. Click the “Reset Password” link to set up your profile.

When setting up my account I was asked for the grades I teach and my “audience.” I do not see my role listed. How do I complete this section of my profile?

Please indicate the grades and audiences that best reflect your areas of expertise or interest. You will be invited to review only manuscripts that closely match your profile.

When setting up my account I was asked for “Math Topic” and “Other Topic.” How do I complete this section of my profile?

Please indicate the math topics and other topics that best reflect your areas of expertise or interest. You will be invited to review only manuscripts that closely match your profile.

How do I check the status of my manuscript submission?

Log in to your ScholarOne Manuscripts account, click on **Author**. Under the **Author Dashboard Section**, click on **Submitted Manuscripts**. The **Status** is located in the far left column.

When submitting my manuscript, I was asked for a “Running Head.” Please explain what is needed in this section.

The Running Head is a brief, one sentence summary of the manuscript. (maximum 75 characters)

I am having trouble uploading my manuscript to Scholar One.

To avoid pitfalls when submitting your first manuscript to Scholar One follow these steps:

1. Register as a new user if you have not done so already. Make sure you answer all required questions on the registration screens.
2. Wait for an email confirmation that registration is complete.
3. Re-access the Scholar One site and upload your manuscript, again making certain that all required information is provided.

When I try to edit the key words in my profile I am unable to locate them. What should I do?

After you are logged in to the system, look in the top right portion of the screen for the down arrow to your name. Select the third item in the dropdown menu, "User ID & Password." The list of keywords is also on this page.