

Request summary

Request # RSref177933

Details of your enquiry Earlier in the year I complained about the editing practices of user [redacted] and it seemed you put these to a stop. However he has started up again, editing way faster than is physically possible. In a 15 minute period between [redacted] he managed to almost 350 edits from at least 24 submissions. Would you please investigate his editing again. 47F

Item summary [redacted]

Answer

Thank you for contacting us.

You may be signed out of your Trove account overnight as your account has been inactive for over 8 hours. When this happens, the account is automatically logged out. We recommend saving edits regularly so work on a transcript is not lost.


If you have any further questions, please contact [Trove Support](#).

Kind regards,
[redacted] 47F

Trove Support

Status Closed

Thursday, 17 July 2025 11:36 AM

 [redacted]

Response provided

Question progress: Completed

Answer:
Hello,

Thank you for contacting us.

You may be signed out of your Trove account overnight as your account has been inactive for over 8 hours. When this happens, the account is automatically logged out. We recommend saving edits regularly so work on a transcript is not lost.

If you have any further questions, please contact [Trove Support](#).


Kind regards,
[redacted] Support

Item

To: [redacted] Trove enquiry [\[View email message\]](#)

47F

Saturday, 12 July 2025 09:32 AM

 [redacted]

Re-opened (requester)

More info request:
This user's ridiculous rate of editing continues. He is able to add a few thousand edits in a couple of hours. My feeling is that he is probably not editing lines multiple times like some editors, but instead making a tiny edit to each line and leaving the rest of the line unedited.

[redacted]

(BTW - although I have not been continually signed out for quite a while, I am still signed out overnight every day.)

Question progress: Requester entered

Objective response date: 19/07/2025 09:45 AM


Target date: 19/07/2025 09:45 AM

Open date: 12 July 2025 09:45 AM

To: [redacted] information requested by Trove Support [\[View email message\]](#)

47F

Thursday, 3 July 2025 12:38 PM

 [redacted]

Response provided

Question progress: Completed

Answer:
Hello,

Thank you for contacting us regarding the actions carried out on the Trove text correcting service this user.

We will investigate their recent activity and if we identify a breach of the Trove Terms of Use, we will take appropriate action.

We appreciate the feedback you have provided to Trove.

Kind regards,
[redacted] Support

Item summary: [redacted]

Eval [redacted] yet

To: [redacted] Trove enquiry [\[View email message\]](#)

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