

Citations fail to appear in RefWorks:

- RefWorks account **MUST** be open and logged while searching database.
- RefWorks account **MUST** be open in the same browser as database being searched.
(Browser = Explorer, Firefox, Mosaic, Opera, etc)
- Items to be transferred from database must first be selected.
Most databases provide check boxes (or “select all” feature) to select items.
- Items marked for selection must be “exported” (alternate commands: “save” or “print”)

Different databases provide alternate methods of exporting items to RefWorks. Usually after selecting items and clicking “export,” you must select from a list of software (always select “export to RefWorks”) and click “go” (or equivalent) Once items are selected and exported, they should be loaded into RefWorks within seconds (slightly longer for large quantity).

- Security settings on your browser may block transfer of citations into RefWorks.

To correct, you may either lower the security settings (“medium” should suffice) or add RefWorks as a “trusted site”. Use the “Tools” section of your browser, then go to “internet settings” and look for the security tab to change settings or add a trusted site.

- Multiple RefWorks windows open simultaneously. (Check bottom of computer screen)

Items you transferred may appear in another screen. Try closing RefWorks completely, then open and login to your RefWorks account again. The citations saved may already have transferred into your “Last Imported” folder.

Bibliography tab doesn't work: (No “Works Cited” / “References” page appears)

When creating *BIBLIOGRAPHY*, RefWorks activates a pop-up screen. If your computer “pop-up blocker” is on, your bib page won't appear. **TURN OFF POP-UP BLOCKER.** Allow pop-ups. Repeat *create bibliography*.