

Troubleshooting

RefWorks

at

*Troubleshooting
RefWorks*

**at
University of Alberta**
University of Alberta

RefWorks Troubleshooting Guide

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Q. Can I access RefWorks from off-campus?

A. RefWorks is a globally accessible tool. Simply go to the University of Alberta RefWorks Library Guide at <http://guides.library.ualberta.ca/refworks>. Click on Login. At the RefWorks Login, select **Login using your group code**. Enter the assigned group code, your username and password to gain access to your RefWorks account. You should have received an email at the time you registered for a RefWorks account, which confirmed your username, password, and Group Code.



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Q. I keep getting error messages when I try to log in.

A. Make sure your browser or internet security/firewall software is not blocking the RefWorks site. This can be done by adding RefWorks to the trusted zone or by disabling the Pop-Up blocker.

How to add sites to the trusted zone in Internet Explorer:

<http://surfthenetsafely.com/ieseczone7.htm>

How to disable the Pop-Up Blocker

<http://carmi.mc.yu.edu/alertfind/PopUpBlockers-1.pdf>

<http://library.nevada.edu/help/RefWorks/popupblock.html>



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Q. I'm using Mozilla Firefox and can't Login to RefWorks. Is there a solution?

A. Yes. In Firefox, look for a blue exclamation point icon in the lower left-hand side of your screen; it's just to the right of the lock icon. Click the exclamation point icon and in the "Blocked Popups" window that appears, click "Unblock Site". Next, select your browser refresh button and you should see the RefWorks login screen. Unblocking the RefWorks pop-up should only need to be done once per Firefox install or user profile.



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Q. I've forgotten my login name and password. How can I get them?

A. On your RefWorks login page, there is a link that says "forgot your login?" Select this link and enter your e-mail address that you used when registering for your RefWorks account. Your login name and password will be mailed to you.



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Q. How do I change my user name and password?

A. After you log in to RefWorks, go to Tools/Update User Info. You can change your login name, password, email address or establish a read-only password in this area.



Q. How do I open two accounts in RefWorks at the same time?

A. Open a second Internet browser by selecting it from the Program menu or by clicking on the icon on your desktop or task bar.

If you use Internet Explorer do not open another window by selecting the **File/NewWindow** option. When you do this you will not open another existing RefWorks account it will be a second copy of the first regardless of the password or login information.



Q. I've have set up multiple RefWorks accounts (multiple logins). How can I get a list of all of them?

A. Your accounts are tied together through your email address. The RefWorks system will email you a listing of all your accounts, as well as the Group Code, if you update your user information -- or pretend that you have!

From within RefWorks: Click on Tools / Update User Information. Then just click on the "update" button, without changing any of the information. You'll receive an email with a listing of all the accounts you've created, their passwords, and the University of Alberta RefWorks Group Code.



Q. I'm working on a group project. Can we share a RefWorks account?

A. Yes. RefWorks does not limit the number of accounts you create. You can create separate account and share the login name and password with the group. Every account can have two types of access – full and read-only. Full access requires everyone to log in with the same login name and password. Read-only requires users to log in with the login name and a read-only password that has been established. Read-only access, allows people to search, export, and print bibliographies. It does not allow a person to add, edit or delete references.



Q. I get a blank screen when I try to do an export from a database to RefWorks. Why?

A. The following are some things to try:

Turn off any pop-up blockers that you may have turned on. In addition, to your browser having a pop-up blocker, if you have, the Google or Yahoo toolbar installed, they also have pop-up blockers, so check to ensure that the pop-up blockers on these is turned off. (See the following sites for information on how to do this.

<http://carmi.mc.yu.edu/alertfind/PopUpBlockers-1.pdf>

<https://host.softworks.ca/Agate3/blocker/disable-blockers.htm>

http://www.usask.ca/its/services/paws/privacy_settings/popup_block.php

If using Internet Explorer, ensure that your cookies are turned on and set to at least Medium-High access. To do this go to TOOLS, INTERNET OPTIONS and click on the PRIVACY tab.

Another option is to press CTRL when you click on the Export or SAVE button during the export process.

If the above doesn't work, and you're not already using the Firefox browser, you might try downloading and installing the Firefox browser. It is available at <http://www.mozilla.com>.

You can also save your references as text a text file (.txt) and import into RefWorks.



Q. My web browser won't let me import citations from EbscoHost, and some other databases. What should I do?

A. If you are using IE, here's a workaround to try:

You can add the database in question and RefWorks as trusted sites in IE. If you are using Internet Explorer you would do the following:

- ✚ Go to Tools and Internet Options.
- ✚ Click on the Security tab and click on Trusted Site.
- ✚ Click on Sites and type in <https://refworks.scholarsportal.info/>; the field will be populated by default with <http://refworks.scholarsportal.info/>. Simply **add the letter 's' to the http:// reference.**
- ✚ Repeat step above and add EBSCO as trusted site <https://web.ebscohost.com/>.
- ✚ Click on Add



Q. Can I export citations from Google Scholar into RefWorks?

A. Yes, but only one by one. Here are the instructions:

- ✚ From the Google Scholar search page, click on the [Scholars Preferences link](#).
- ✚ Scroll down to the Bibliography Manager section.
- ✚ Select Show Links to Import into and select RefWorks from the drop-down.
- ✚ Click Save Preferences.



Q. I imported some records from an online database and the information didn't import correctly. Why?

A. There are several different reasons this could happen:

- ✚ you selected the wrong import filter or database when importing
- ✚ there is no import filter for the database you are importing from
- ✚ vendor has updated the database but the import filter is not in sync with the changes
- ✚ the data vendor sent data that was tagged for import incorrectly.

First, check that the data you are trying to import is in a tagged format.

Then, from the References, Import area of RefWorks, be sure both the Import Filter/Data Source and Database have been selected correctly. If you don't see either All Databases or the specific database you are searching in the drop-down list we do not have a filter for that particular database. In this case the data may still import but it may not be imported into the correct fields and the source information will all go into the notes field. Selecting Multiple Databases will not work if the specific database you are importing is not in the list.

If you selected the correct Data Source and Database but the data still comes in incorrectly, please contact the University of Alberta RefWorks Support Team at RefWorksteam@library.ualberta.ca. Attach a sample of the text file you are importing along with information on the source of the data.



Q. When a data source provides a URL, why is this not imported into RefWorks?

A. RefWorks can only import information that is in the output file from the vendor. Some vendors, e.g., OVID, put links to the publisher's site, or to the article in the records for articles as you see them on the screen. But if you look at the export download file for Ovid

references, you will notice that this information was not exported from OVID. In such cases, the best you can do is to manually input the URL information into your RefWorks record.

However -- RefWorks records now all have a Get It Button attached to them, so you really won't need to add the URL to full text articles! Click on the Get It Button, and you will immediately "discover" if the U of A has e-access to the journal article.



Q. Can I put a reference into more than one folder?

A. Yes. You can add a reference to as many folders as you want. RefWorks does not copy the reference, it just "marks" it with a placeholder (your folder name(s)) and allows you to view or edit it from any of those folders.



Q. How can I easily find duplicate records in my database and then remove them?

A. RefWorks offers two options for locating duplicates – exact match and close match. Both options can be found in the View/Duplicates area.

Close Matches - checking is done by comparing a combination of Author Names, Title, and Year of Publication. It is a loose comparison so may result in a display of references that are not exact matches. This allows duplicates to be found even if there are minor errors in the data. Also, depending on the size of your RefWorks database, the Close Matches may take some time, so be patient.

Exact Matches - checks for exact matches based upon the Author Names, Title and Year of Publication fields.

- ✚ Once you run the duplicate check, you can delete any unwanted records.
- ✚ It is perfectly fine to have multiple copies of references in a database. We only recommend deleting duplicates to avoid confusion later – especially when formatting a bibliography
- ✚ The most recently added duplicate is marked for deletion. RefWorks pre-selects duplicates for deletion based on the date added.
- ✚



Q. If I delete a reference from a folder, is it deleted from my database?

A. If you click the **delete** button from the **all references** view, yes, your reference is removed from your database and all folders (you will get a warning message telling you it will be removed completely).

However, if you view a list of references in a folder view (i.e., View/Folders or Folders/View) you will see a **Remove from Folder** button. Selecting references and then clicking on this button only removes the references from that particular folder. When you remove a reference from a folder, it is still “marked” for any other folders you have already chosen. If there are no marks left, it becomes “unfiled” and is placed in a folder called “**References not In a Folder**”.



Q. Can I write my paper off line?

A. Yes. RefWorks has an excellent explanation on how to do this.

http://RefWorks.scholarsportal.info/RefWorks/help/Working_Offline.htm



Q. When I try to use Write-N-Cite from home, the Write-N-Cite window pops up, but I get an "Action cancelled" message. What's wrong?

A. The "Action cancelled" message is very typical of a computer with Norton Internet Security anti virus software. Most firewalls have a means whereby you can "allow" access to certain programs or utilities, such as RefWorks/Write-N-Cite.

Norton Internet Security Users: If you have trouble generating a bibliography from within Write-N-Cite, check to make sure Write-N-Cite has "permission" to access the internet. To do this:

- ✚ open Norton Internet Security
- ✚ Select Personal Firewall and click on the configure button
- ✚ Select the Programs tab
- ✚ Scroll down the list to find Write-N-Cite
- ✚ In the Internet Access column, make sure access is set to Permit

Windows XP Firewall Users: If you have trouble generating a bibliography from within Write-N-Cite, you will need to configure your firewall to allow Write-N-Cite as an exception. Here's how:

- ✚ Click on the Windows Start icon
- ✚ Select Control Panel
- ✚ Select Windows Firewall
- ✚ Click the Exceptions tab
- ✚ Click the Add Program box

- ✚ A list of programs running on your computer will appear, locate Write-N-Cite and select it. Note: If the program that you wish to add is not listed in the Add a Program box, click Browse
- ✚ Click OK

You should now be able to use the Write-n-Cite utility! If you continue to have problems, please contact the provider of your firewall utility. Or, use the alternate method, described below.

Alternatively, you may choose not to use the Write-N-Cite facility. RefWorks can still be used to help format your paper, just use the One line / Cite View mode of adding citations to your paper. Instructions found at

http://www.refworks.com/refshare/help/Using_One_Line_Cite_View.htm



Q. Can I make changes to how in-text citations will appear (e.g., add page numbers, suppress author names) when using Write-N-Cite?

A. Write-N-Cite that allows for citations to be easily edited. If the features mentioned in the instructions below are not available in Write-N-Cite on your computer, please download the new version of Write-N-Cite from RefWorks.

- ✚ In Word, place your cursor in the citation that you wish to edit (i.e. within the curly brackets {{...}}).
- ✚ Open Write-N-Cite and select the Edit Citation link (top right hand corner of the Write-N-Cite window).
- ✚ Select how you would like to have the citation modified. Click Save to Word.
- ✚ When you format the paper using the Bibliography function in Write-N-Cite, your selected modifications will be applied.



Q. I received an error message when I tried to generate my bibliography. What can I do?

A. Try the following:

- ✚ The output style takes the data from a particular field and inserts it into the bibliography. If the data in the field is incorrect it will appear to be wrong in the output format. For example, if you see a book title in your bibliography that looks like: Economics of America [Monograph], you will find that the title in your data includes the [Monograph] - it was not added by the output style.

- ✚ If you see something like this for the volume number of a journal: Vol. 32 vol. It is because one Vol. was imported with the data. The problem may be with the way the data is imported rather than with the output style. Always check to be sure the data in the database is correct before formatting a bibliography.
- ✚ Make sure all citation placeholders (the things you inserted into your paper) have opening and closing double curly brackets {{ }}. You can use the word processors "find" feature to easily check your placeholders.
- ✚ Make sure any multiple citation placeholders are separated by a semi-colon. For example: {{39 Smith 2001; 57 Jones 2004}}
- ✚ If you are using in-text switches, make sure the switch appears directly after the citation placeholder BUT before the semi-colon separator. For example: {{39 Smith 2001/f p. 43; 57 Jones 2004}}
- ✚ Make sure the Reference ID numbers you are citing in your paper, are in your RefWorks database. You may have inserted a citation placeholder and then subsequently deleted the record from your account. RefWorks will be unable to locate a reference and this will cause your bibliography to fail.
- ✚ If you are still having problems generating your bibliography, contact the University of Alberta RefWorks Support Team at RefWorksteam@library.ualberta.ca.



Q. I tried the suggestions above but I still can't create a bibliography in RefWorks.

A. Connect to RefWorks via this URL <http://RefWorks.scholarsportal.info> (i.e. don't use the library proxy). When prompted for a group code, please use RWUAlberta.

Log in as usual and try to create a bibliography.

If you still have problems, please check to see if your browser is using a pop-up blocker; if it is, disable it for RefWorks.scholarsportal.info.

For good measure, clear your browser cache and cookies.

A. Only one more thing to suggest - if problems still reoccur, there might be a rogue setting in Write-N-Cite. If you go to Start / Programs / RefWorks / WNC Proxy Configuration Utility, and delete the value there, that may do the trick.



Q. "Errors were encountered while processing your file. *No valid references found in your document". What does this mean?

A. People using an older version of Write-N-Cite for Windows or users who are using a MAC computer may encounter this message. The following RefWorks message appears when

people try to re-format the 'Final' version of their Word document after they have already done it once.

**Errors were encountered while processing your file.
*No valid references found in your document.**

In the above cases when RefWorks formats a Word document, it always creates a second version of the document which it renames 'Final-DocumentName.doc' and saves the original file, as is without formatting the in-text citations or adding a bibliography/list of references. If someone wishes to re-format the file in a different style, they MUST go back to the original unformatted file to do it. Likewise, if they edit the file by adding additional references, they MUST do so from the original file. If they do not use the original document when they go to reformat, they will get the above message.

If someone needs to keep the various drafts they've composed, they should rename their 'Final' file otherwise when they go to re-format the original Word document, RefWorks will overwrite their previous draft.



Q. I notice that there are errors in the formatted citations and bibliographies created with RefWorks or Write-N-Cite. Why is this happening?

A. The accuracy of citations and bibliographies formatted by RefWorks depends on the accuracy of information in your RefWorks database. If there were errors entering citation information into your RefWorks database, either through automatically exporting citations from another database (such as a periodical index) or through errors in manually entering citation information, these errors will be reflected in any output (citations, bibliographies) created using RefWorks or Write-N-Cite. Some tips and issues to consider:

- ✚ Always check the accuracy and completeness of the information when you export citations from a periodical index to your RefWorks database.
 - Remember that some periodical indexes may use certain citation conventions that do not match the requirements of the citation style you are using. For example, some indexes may only use initials for authors' first and second names whereas the citation style you are using may require the full first name (if available) followed by any middle name initials. If only the author's initials are in your RefWorks database, then only the initials will appear in any citations or bibliographies created by RefWorks. You will need to manually edit the information in your RefWorks database to ensure that RefWorks can format it properly.
 - It is imperative that RefWorks know the proper reference type for each citation in your RefWorks database. Sometimes when you export citations from a periodical index to your RefWorks database, the periodical index will

fail to indicate what kind of item the citation is for. For example, if your RefWorks database is not told that the citation is for a journal article, RefWorks will automatically apply the catch-all "Generic" as the reference type. Unfortunately, this situation will often result in citations being badly formatted when you use the bibliography functions in RefWorks and Write-N-Cite. If you notice problems with formatting for a particular citation, check that it has the proper reference type indicated in your RefWorks database.

- ✚ Some citation styles dictate that only the first word and proper nouns in a title are capitalized. RefWorks cannot identify proper nouns so they may appear in lower case. These errors must be manually fixed in bibliographies and citations formatted with RefWorks or Write-N-Cite.
- ✚ Make sure that you follow exactly the proper format when manually entering citations into RefWorks. For example, names should be entered: last name, first name. If a work has more than one author, semicolons should separate each author. See http://RefWorks.scholarsportal.info/RefWorks/help/Adding_References_Manually.htm for information about how to enter citation information properly.
- ✚ Many citation output styles in RefWorks will automatically add URLs and other information to entries in Bibliographies. You can edit these output styles so that URLs and other unwanted information are suppressed. For information on editing output styles, see <http://RefWorks.scholarsportal.info/RefWorks/help/RefWorks.htm#> and select Output Style Editor from the menu.



Q. Spacing in APA Format

A: After creating the References list in your document using Write-N-Cite and Microsoft Word, modify the Final Document using this process:

- ✚ Highlight all the references
- ✚ Go to FORMAT / PARAGRAPH / SPACING
- ✚ Change BEFORE: from 12 pt to 0 pt



Q. How do I delete a citation from my formatted paper and bibliography?

A. The new version of Write-N-Cite requires you to use the Edit Citation function when deleting citation placeholders in your Word documents. The WNCIII help file at http://RefWorks.scholarsportal.info/RefWorks/help/RefWorks.htm#Using_Write-N-Cite_for_Windows_III.htm contains this warning:

Note: To delete temporary citation placeholders from your paper you **MUST** use the Remove option from within the Citation Editor. This is the only way to fully remove the coding stored in MS Word.

Deleting by using CTRL-X or highlighting and pressing Delete may cause problems when the document is formatted. Similarly, any editing of citation placeholders must be done by using the Edit Citation function.



Q. Error Message "Length is null or not an object ". Message appears when formatting bibliography.

A. Did you start this paper with version 2 of Write-N-Cite and then switch to version 3 mid-process? That error message will appear if that's the case. Try this fix:

- ✚ Open your document and log in to Write-N-Cite.
- ✚ After you have logged in, click on Tools > Revert to WNC V.2 Document and revert the document.
- ✚ Then save the document.
- ✚ After saving, from within Write-N-Cite, click on Tools > Convert to WNC III Document > Convert.
- ✚ After the document is converted, save the document.
- ✚ Then try creating your bibliography again.

A. This message may appear if one deletes a citation from a document without using the **edit citation function** to remove an in-text citation. The new version of Write-N-Cite requires you to use the Edit Citation function when deleting citation placeholders in your Word documents. The WNCIII help file at:

http://RefWorks.scholarsportal.info/RefWorks/help/RefWorks.htm#Using_Write-N-Cite_for_Windows_III.htm contains this warning:

Note: To delete temporary citation placeholders from your paper you **MUST** use the Remove option from within the Citation Editor. This is the only way to fully remove the coding stored in MS Word.

Deleting by using CTRL-X or highlighting and pressing Delete may cause problems when the document is formatted. Similarly, any editing of citation placeholders must be done by using the Edit Citation function.



Q. What if my output (journal) style is not available?

A. You can request that RefWorks create an output style for you or if you have an urgent need, you can create your own output style using the Output Style Editor. For more information on how to do this, sign on to your RefWorks Account, click on Tools/Help. See the RefWorks online help section called “Using the Output Style Editor”.

Users can also learn how to create their own custom output style by viewing the **Output style Editor** Tutorial available in the **Help, Tutorials** area.



Q. Should I be concerned about creating a back-up version of my RefWorks database?

A. It is always a good idea to create back-ups for any data that you consider important. While regular back-ups of the RefWorks server occur, having your own copy helps ensure the long-term integrity of your data.

To create a backup of your RefWorks database, log into RefWorks and select Backup/Restore from the Tools menu. If you have pop-up blockers activated on your browser, make sure that they are disabled because RefWorks needs to create a pop-up window to allow you to properly save the data.



Q. My institution subscribes to RefWorks. What happens to my data if they decide to cancel next year?

A. You will be notified prior to the cancellation. At that time, you can purchase an individual subscription to RefWorks, or if you prefer, you can export your entire database in a format that is compatible with other bibliographic software. You can also export the data in a delimited format to use in some other type of database program.



Q. Is there a French version of RefWorks?

A: In general there is only one version of RefWorks and Write-n-Cite, but both programs support multiple languages. In RefWorks and the windows version of Write-n-cite, you can change the language under the tools menu. For the MAC version of WNC, you will have to change the local language in the system preferences.

When you select a language in the Tools menu, you will change the language of the RefWorks search interface. RefWorks will not translate your saved references.



Q. Can I work in both an English version and French Version of RefWorks at the same time?

A. If you want to work in both an English version and a French version at the same time, there is two ways that you can do this.

1. The first way is to Sign on to your RefWorks account twice. You will now have two RefWorks windows open. If you have been working in French, both of the windows will be in French. Change one of the windows to English by clicking on Tools/Language and selecting English.

If you do an import, or edit any of the records in one RefWorks window, you need to go to the second RefWorks window and click the Refresh Icon in your browser. The two windows should now look the same. To verify that the two are indeed the same, click on Folders/Organize in both windows and all the folders and the number of references in each folder should be the same.

2. The second way to do this is to create a second RefWorks Account. Create a second account in RefWorks with a different password. Then export your French RefWorks database to the new account. Depending on what you need to do with your RefWorks database, this method does not automatically change both databases, when you make a change to one of them.

Exporting Your Current RefWorks Database to New RefWorks Database

After logging in to your current RefWorks account, click on References and select the Export option. Then, select either All References or the specific folder you want to export. Select RefWorks Tagged Format. Click the Export to Text File button. Save this file to your computer.

You may now import this file to your new account by clicking on References and selecting Import option. For the Import Filter Data Source select RefWorks Tagged Format. Database should now say tagged format. Browse and locate the file you saved above. Click the import button.

Now you can change the new database to English.

To work with both at the same time, just open both databases. Just remember that if you make changes to one database it does not automatically change the second database. You would have to do an export again in order to have both databases remain the same.



Q. For word processing, I Use Open Office rather than MS Word. Can I still use RefWorks?

A. If you are using any other word processing program other than Word 2000, you will have to save the doc in Rich Text Format before formatting in RefWorks. Write-n-Cite works only with Word, but you can still use RefWorks to format your rtf file. Here's how, using the One line / Cite View option:

- ✚ In your word processor, put your cursor in the location in your rtf file where you want to place the citation.
- ✚ In RefWorks, when you're viewing the folder that contains the citation(s) that you wish to add, choose to view the "One line / Cite View option from the Switch To: box.
- ✚ Click on the Cite link in front of the citation(s) that you wish to add. The Citation Viewer will pop up in a new window, with your citations in the RefWorks format, e.g., {{240 Abel,T. 1998;}}.
- ✚ Within the Citation Viewer, click on the link to Select Citation, and then copy the citation to your clipboard. Now Clear the Citation Viewer.
- ✚ Move back to your rtf file, and Paste the citation marker in the desired location.
- ✚ Continue selecting citations in RefWorks and putting markers for them in your rtf file until you have added all the citations that you need. Save the rtf file.
- ✚ Back in RefWorks, click on Bibliography. Choose your Output Style, choose to Format Paper and Bibliography, and Browse to the location of the rtf file that you created.
- ✚ Click on Create Bibliography. A new rtf file will be created that has the same name as your original rtf file, but with "Final-" in front of the name. This is your formatted document! You may now email it or download it.
- ✚ Be sure to keep both the original rtf document as well as the Final version. If you need to change the citations in your document, do this in the original document, and then re-generate your final file.



Q. RefGrab-It Not Working

A. One reason might be because the Google toolbar is enabled in your browser and it has its own pop-up blocker built-in. You need to close your Google tool bar.

- ✚ View
- ✚ Toolbars
- ✚ Uncheck Google



Q. Write-N-Cite Problems with Write-N-Cite version 2.5 for MACs

A. One reason for WNC problems in Macs is forgetting to delete the plist file. If the WNC 2.5 version is being downloaded on Macs that used to have the older version, this step is crucial. For further information about how to locate the plist file, please see the following UBC RefWorks blog entry

http://weblogs.elearning.ubc.ca/RefWorks/2007/06/write_n_cite_wnc_for_mac_offca.php



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Q. Why can't I make changes to my document that I formatted using Write-N-Cite 2.5 for a MAC?

A. In the Mac version of Write-N-Cite, upon formatting your citations in the document, Write-N-Cite will create a new Word file with the formatting, with the same name you give your file preceded by "Final-". (If you need to edit the document after this point, e.g. to a different style, or such that references or reference numbers change, edit the original saved document (i.e., the file with the citation placeholders, not the "Final-" document), and rerun the bibliography process again.)



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Q. How do I link to a pdf or other file stored on a computer using Internet Explorer?

A: Creating links to saved files is easiest if you **avoid using spaces or underscores** in filenames and folder names, but it is possible, with a little more work, to create links to folders/files with underscores and spaces in their names.

In order to link to a file on your computer you may need to specify RefWorks as a trusted site within your browser. If you are using Internet Explorer you would do the following:

- ✚ Go to Tools and Internet Options.
- ✚ Click on the Security tab and click on Trusted Site.
- ✚ Click on Sites and type in <https://refworks.scholarsportal.info/>; the field will be populated by default with <http://refworks.scholarsportal.info/>. Simply **add the letter 's' to the http:// reference.**
- ✚ Click on Add

Adding a link to a pdf or other file stored on a computer

1. Find and copy the complete path/pathway to your .pdf/file.

An easy way to get the path to your saved file is to use your web browser. The following instructions apply to Internet Explorer 7.

Open your web browser and click on File and Open.


An "Open" dialog box will appear. Click on the "Browse" button.

A "Windows Internet Explorer" dialog box will appear. Use the box's "Files of type" drop-down menu to select "All files".

Browse to your file location, click on the file and click the "Open" button.

You now can copy the pathway from the "Open:" box (in the "Open" dialog box) or click the "Open" button (in the "Open" dialog box) and **copy the pathway** from the browser's "Address" box. The pathway may look something like the following:

H:\OFFICE\PDFArticles\DanielsArticle.pdf

2. Click on the "Edit" link in the appropriate RefWorks record. The "Edit" link is next to the  button. The "Edit Reference" screen will appear. Paste the path into either the "Links" or "URL" field.

3. Edit the pasted path as follows:

Type -- **file://** before the path. This will create a link that looks something like the following example:

file://H:\OFFICE\PDFArticles\DanielsArticle.pdf

If you have spaces in your file name path, replace the spaces in the path with %20. If your file name had been "sample document" (which has a space between sample and document), our edited link would look like the following:

file://E:\Reflinks\sample%20document.pdf.

Underscores should not be replaced. Unfortunately, they can resemble spaces when an entire link is underlined.

4. Click on "Save Reference" which is located at the top or bottom of the "Edit Reference" page.

5. Click on the "View" link that is located at the upper right of the "Edit Reference" page. It will display your record with the linked file pathway. Simply click on the link to open and view the pdf or file.

