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## RefWorks Overview

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### Welcome to RefWorks

[RefWorks](#) is a reference management service that supports the needs of students, faculty and librarians. With a streamlined user experience, full-text management and collaboration features, RefWorks gives students and faculty a tool that enables a more efficient and reliable process for producing research papers.

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### Features

- A modern interface that makes it easy to store and manage all of your references, together with your uploaded citations.
  - References can include uploaded files, physical or electronic books or chapters cataloged in your institution, and citations on, or reference by, external web sites.
  - Multiple options for filtering, organizing, tagging, searching, and sorting references. Includes tools to help edit references in bulk and to find and eliminate duplicate references.
  - Multiple options for viewing lists of references, including features to help identify missing fields required for your bibliographic formats.
  - Multiple citation styles for output, including CSL styles and a comprehensive citation style editor to enable you to create new styles.
  - Add references to RefWorks directly from websites using direct export (where supported) or using the Save to RefWorks bookmarklet.
  - When enabled by your institution (see [Configuring Site Settings](#)), you can synchronize RefWorks with Dropbox, in which case RefWorks automatically makes copies of your uploaded attachments in your Dropbox account.
  - Ability to configure single sign-on with your local institution.
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### Terminology

RefWorks Terminology

Term	Description
Bibliography	List of references used in your document or research, whether or not they are cited in the document.
Bibliography Format	One of the formats defined by a citation style. Defines how the reference appears in a bibliography.
Citation	References cited in the body and/or end of your document or research.
Citation Format	Defines how the reference appears when appearing inline in the document text.

Term	Description
Citation Style	Formats for how references appear in a document. Each style can define the following formats: bibliography format, citation (inline) format, footnote format.
Footnote Format	One of the formats defined by a citation style. Defines how the reference appears when appearing as a footnote or end note.
Ref ID	A unique reference ID for each reference in RefWorks.
Reference	An entry in RefWorks that can be used to generate a citation. For uploaded files, the reference includes the uploaded file. For electronic texts, videos, and other digital sources, the reference can include links to the source.
Reference Type	The three major types of references are book, journal article, and generic. For the complete list, see <a href="#">Reference Types</a> .

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## Getting Help / Submitting Ideas

- Select the Help icon



at the top right for the following options:

- Knowledge Center – Open RefWorks documentation on the Knowledge Center
  - Release Notes – View details of recently launched features
  - Announcements – View details of recently posted in-app announcements
  - Have an idea? – Access Idea Exchange site where users exchange feature ideas and improvements; used in product development roadmap
  - Contact Support – Open a support submission form to submit a support case
- To access the RefWorks video tutorial page, select the video icon in the utility toolbar.

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## Additional References

- [Getting Started with RefWorks](#)
- [Managing References](#)
- [RefWorks Add-ons: Connecting Your Browser, Microsoft Word, and Google Docs to RefWorks](#)
- [Managing Citation Styles](#)