

Contact RefWorks Support

Questions?

Find the answer in the [Knowledge Center](#)

Contact Support

RefWorks Support is here to help! To contact us:

RefWorks Users

- [Submit a case](#)
 - Please provide your name, email address and institution/account name, in order for us to provide the most expeditious response. The email you will be receiving notifications from will be SupportPortal@exlibrisgroup.com. Please be sure to add this address to your approved addresses list, so that notifications are not categorized as spam.
- [Forgot my login](#)
- [Signup for a new account](#)
- [Chat with an Agent](#) or open a case

RefWorks Admins

- [Submit a case using your login credentials](#)
- If you need assistance with the [Support Portal Login](#), click [Login Issues?](#)
- [Request a support portal login for a new staff member with your credentials](#)

General Information

- [Email us: support@refworks.com](mailto:support@refworks.com)
 - This link will open email client, if no email client is installed, please submit a case above.
- Telephone us
 - United States & Canada (toll free): +1 800 889 3358
 - Outside North America: +800 4997 4111 or +1 734 707 2513
- Support staff are usually available during the business week (M-F) 08:30 - 17:00 in the US Eastern time zone, depending on staff availability. Hours may change without notice.