

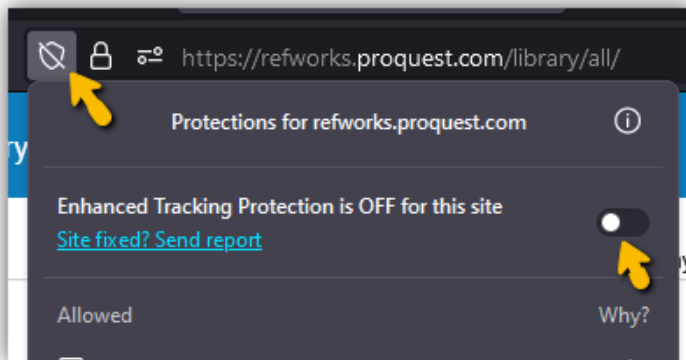
RefWorks best practices

Most RefWorks account issues and *Save to RefWorks* login issues, in addition to interface misbehaviors, can be corrected with these simple solutions:

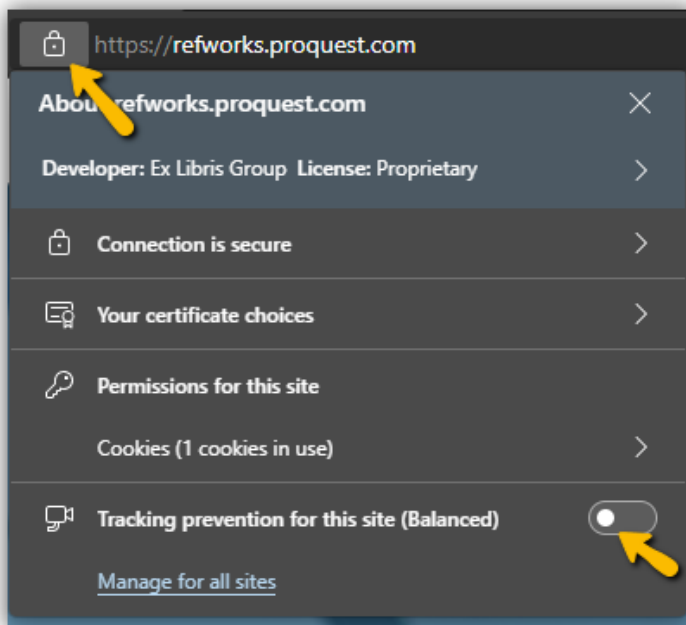
- **Clearing the internet browser cache of cookies** - RefWorks login cookies can expire and need to be cleared from time to time by using these key combinations in the browser.
 - **Windows:** Ctrl + Shift + Delete
 - **Mac:** Command + Shift + Delete
 - **Chromebook:** Ctrl + Shift + Backspace
- **Deactivate any ad blocking or anti-tracking browser plugins when using RefWorks** – this is a good practice for all Clarivate products. Please note that both the browser's settings and extensions like uBlock Origin, Adblock, and others can block RefWorks functionality.
 - **Reference Match** - use the reference title, DOI, ISBN or ISSN information to find a match in our database and easily populate the bibliographic information in your account, as an alternative to Save to RefWorks.



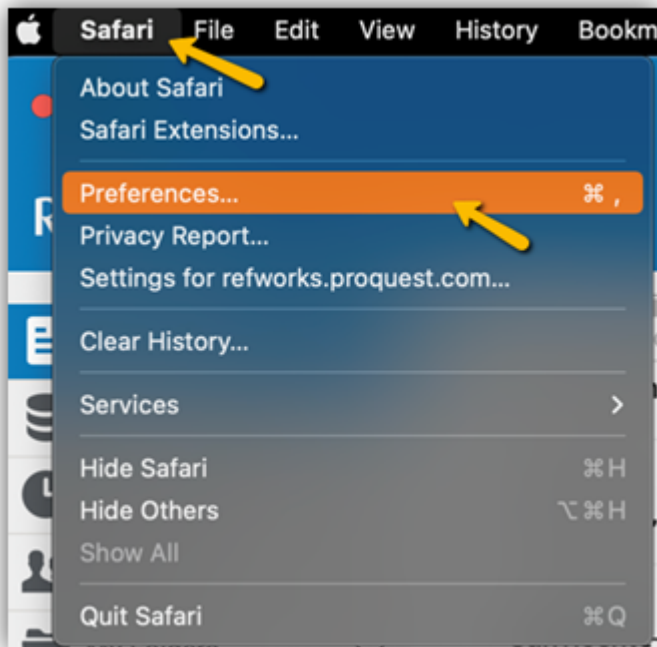
- this icon can be clicked when manually adding references to RefWorks, after entering a partial title or DOI, to look for a match.
- **Make sure the correct login page is used**
 - To access RefWorks use <https://refworks.proquest.com>.
- **Assign new settings to the internet browser being used**
 - Please see the list of browsers below for suggested settings for each.
 - RefWorks and Firefox

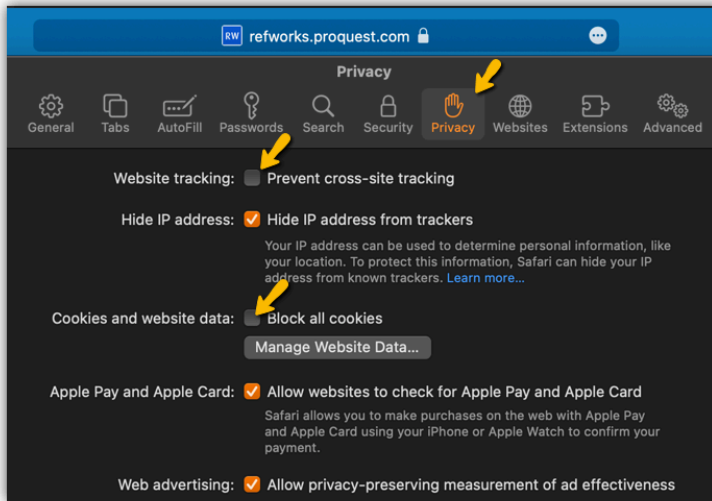


- RefWorks and Edge



- RefWorks and Safari





- RefWorks and Chrome

