

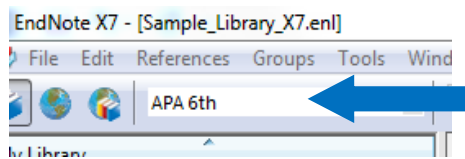
Top 5 tips for troubleshooting EndNote

Here are the top 5 issues EndNote users encounter and information on how to solve them:

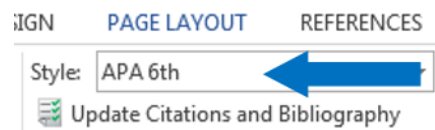
1. My references aren't displaying in APA 6th (Harvard) style. Why?

The most likely reason for this would be due to the correct style not being selected in EndNote. Check that the correct style is selected in both Microsoft Word and in EndNote, like this:

In Endnote:



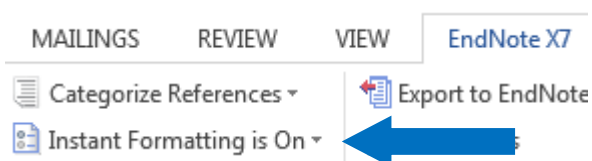
In Microsoft Word:



2. My in-text citations don't look correct. Why?

If you insert an in-text citation into your Microsoft Word document using EndNote and it doesn't look like what you would expect, it is usually one of two issues:

If your in-text citation looks like this **{J R Hassel, 1986 #127}** then it means your instant formatting has been turned off. To solve this, turn it back on by selecting the 'Instant Formatting is On' option in your toolbar in Microsoft Word:



If it looks different to the example above, double-check that you are inserting your references in using the correct style (APA 6th) and that EndNote is set to this style in both EndNote and in Microsoft Word, as explained above.

3. I have a list of references in another piece of work that I'd like to include in my EndNote Library. Can I import them?

Yes. You can import reference lists from elsewhere using a free website called HubMed; just follow the instructions given on the website.

HubMed can be accessed here: <http://git.macropus.org/citation-finder/>

4. I want to make a copy of the references I have so far. Can I do this?

Yes. This is particularly useful if you want to see what references you already have in your EndNote Library. To do this, you need to follow a couple of steps:

- Highlight all your references in your EndNote Library.
- Select the style you want to export them in (the 'Annotated' style is often most useful for this because it includes the title and abstract).
- Click on **Edit** and **Copy formatted**.
- Copy them into wherever you want them and save.

5. Corporate authors do not display correctly in my reference. Why not?

Sometimes when you enter a corporate author (for example Department of Health), EndNote sometimes displays the author as Health, D.O. This is because it uses the same rules it applies to all author entries (surname, followed by initials). To rectify this, find the reference in your EndNote Library, go into the author field and enter a comma after the full author, like this:

Department of Health,

This then tells EndNote that this is the author name you want to enter in your references, in that order.

I have encountered a different problem, where can I get help?

If you encounter any problems when using EndNote, firstly check through the following help webpages, guides and videos:

EndNote also have a web-based help page:
http://clarivate.libguides.com/endnote_training/users

There is also an 'EndNote basics for beginners' video available:
<https://www.youtube.com/watch?v=uMOg95XWdnU>

There are other videos on YouTube's EndNote channel:
<https://www.youtube.com/user/EndNoteTraining>

If this does not answer your question, contact your Academic Support Librarian:
<http://www.salford.ac.uk/library/help/academic-support>

EndNote also have dedicated help and support available on their webpage here:
<http://endnote.com/support>.

