RefWorks – account fix – May 2022

Some Nottingham Trent University students and staff members may need to reset the connection between their university username and password and their RefWorks account. This is due to a technical problem that, in some cases, prevents RefWorks from recognising an existing RefWorks account.

If after logging into RefWorks (using your university username and password) you see the 'Start using RefWorks' screen below, you will need to take some simple remedial steps to reassociate your university login with your existing RefWorks account.

Close and reopen your browser and return to the RefWorks log in screen. This time, click on the 'Forgot your password' option (see below).

When prompted, enter your university email address in the form provide and select **Continue**.
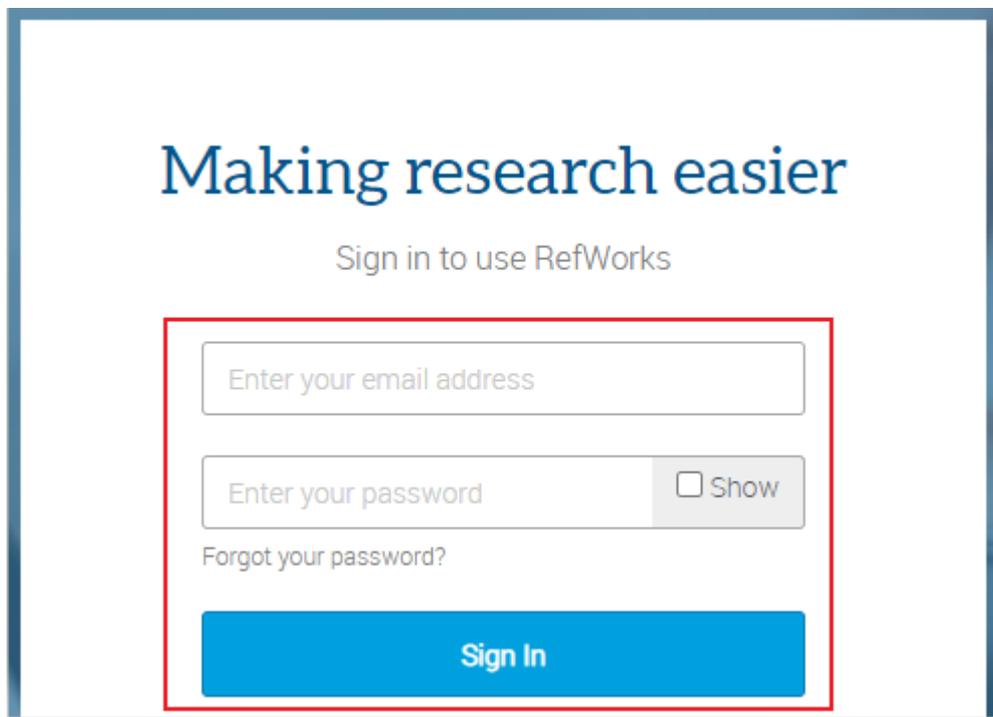
You should receive an email from RefWorks within a few minutes (check your Junk and Clutter folders if you do not receive an email).

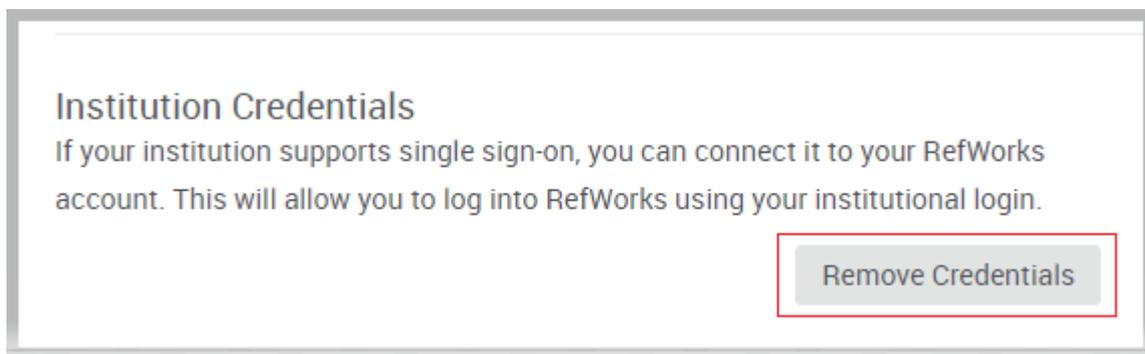Follow the link in the email and reset your password on the RefWorks platform when prompted.

Log in to RefWorks using your university username and your reset password (see illustration below).

Once you have logged in to RefWorks, select the dropdown menu in the main toolbar underneath your name and choose the **Settings** option.

Scroll down through the options to the **Institution Credentials** setting (see below). Select the **Remove Credentials** option.

Without leaving the **Settings** page, select the **Associate Credentials** option (see below). This will ensure that your university username and password is reassociated with your existing RefWorks account.

Institution Credentials

If your institution supports single sign-on, you can connect it to your RefWorks account. This will allow you to log into RefWorks using your institutional login.

Associate Credentials

You can now log out of RefWorks when you are ready to do so. The next time that you log in to RefWorks you will be able to select the **Use login from my institution** option, select Nottingham Trent University, and sign in with your university username and password.