I downloaded WNC4 but the RefWorks Tab does not appear in Word

One of the most common reasons that the RefWorks Tab does not appear is that you need a more up to date version of Java on your PC. In some cases you may also need to check for updates to your computer’s operating system.

Install/Update Java On a University Staff PC
You can run an up to date version of Java from Run Advertised Programmes. Select Sun Java. The operating system on University computers should be up to date but if you think there is a problem with your machine please contact the Information Centre infocentre@stir.ac.uk, 01782 467250.

Suggestion from RefWorks Support Team for Your Own PC or Laptop:

Check your computer updates
If you have problems installing WNC4 it is our suggestion to make sure the computer has been updated to ensure the best result from Write-N-Cite 4 (WNC4).

Please make sure you have updated the computer’s operating system and MS Office itself by visiting http://windowsupdate.microsoft.com.

Install latest version of Java
Next, please make sure the current installation of Java is installed on your computer by visiting http://www.java.com/en/download/testjava.jsp.

(Note: While updating Java, it will request the installation of a third-party toolbar for Ask.com. The user will need to be aware they need to decline the installation of this toolbar to avoid its installation.)

Remove the current installation of WNC4, restart the computer and install WNC4 again. If WNC4 does not appear in MS Word use the attached to activate or enable it.

These steps are intended to address any issues that might stem from issues reported in the past and addressed in recent builds of WNC4.