Cannot Login to Write-N-Cite (RefWorks) within Microsoft Word

Occasionally there may be a problem when you try to login to Write-N-Cite (RefWorks) within Word.

With this problem, although you can see the RefWorks tab in Microsoft Word and can also select Login and enter the Login Code – you are still unable to login.

One possible fix for this login problem is to delete Write-N-Cite related files. Do the following:

1. Navigate to the folder location, C:\Users\<User Name>\AppData\Local

2. Make sure any hidden files are displaying by doing the following:
   - select the Tools Menu
   - select Folder Options
• choose the View tab and make sure the radio button is checked: ‘Show hidden files, folders, or drives’.
• click OK.

3. Scroll down the list of folders and files in the folder location, C:\Users\<User Name>\AppData\Local
4. Delete all files starting with the **wnc.** or **pq.** prefix.

Hopefully this will now have resolved the login problem.

If you still can’t login, then the next step is to reinstall Write-N-Cite. See the separate guide ‘Reinstall Write-N-Cite’ available in the RefWorks Write-N-Cite Guide [http://libguides.stir.ac.uk/WNC](http://libguides.stir.ac.uk/WNC) in the **Write-N-Cite 4 Installation Trouble Shooting** box.