EndNote Service Level Agreement

Whilst many reference management packages are available to assist students and staff with referencing information sources, Newcastle University currently supports Endnote software. The University Library provides teach yourself step-by-step materials to help staff and students learn how to use this product.

While we recognise the advantages of reference management software we caution against undergraduate students relying on any programme before learning the academic fundamentals of referencing. For more help on manual referencing see our Referencing Guide: http://libguides.ncl.ac.uk/referencing

We have an online knowledge base of Frequently Asked Questions, most of which will solve EndNote software or Microsoft Word related issues. These can be found at: http://libhelp.ncl.ac.uk/ We advise EndNote users to check these before seeking further advice.

We also advise users to get in touch with us as early as possible if you encounter a problem with EndNote rather than waiting until an assignment or project submission is due. Appointments are not usually necessary as many issues can be resolved remotely. However, if you need further help in using Endnote, the EndNote support team at Newcastle University Library has a limited number of appointments available on a weekly basis to help with troubleshooting issues. We aim to respond all queries within 3 working days, however more complicated technical queries that the library team cannot resolve may be referred to EndNote technical support at Clarivate Analytics. Please bear in mind this could take more time to find a solution.

For any aspect of EndNote support or advice, you can contact us via the EndNote library guide: http://libguides.ncl.ac.uk/endnote or via the Library Help pages: http://libhelp.ncl.ac.uk/