



RefWorks Quarterly Update

Claudia Prokopczuk | April 2025

Agenda

Product Roadmap Update

Product Updates Demo

Website Rebrand

Writing Tools Updates

User Research

Additional Information



Product Roadmap Update

2025 Planned Roadmap Outcomes

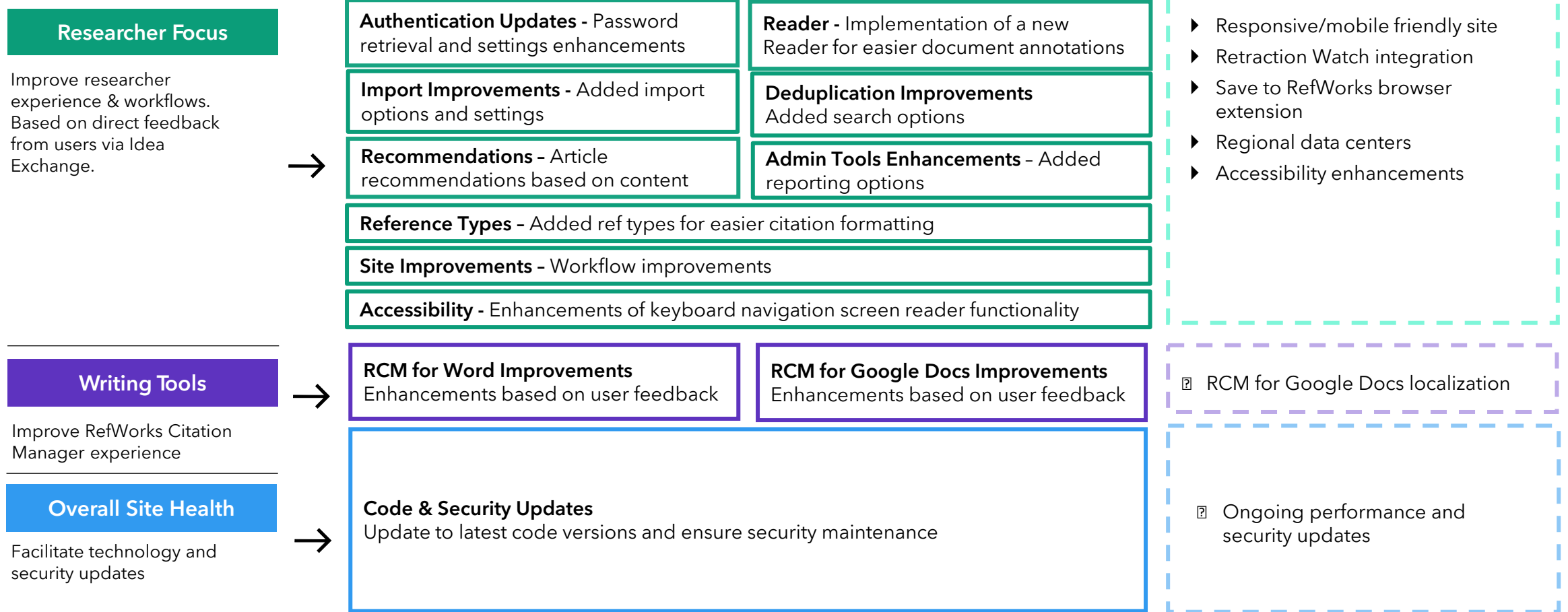
Three Focus Areas with Quarterly Releases

Focus areas

H1 2025

H2 2025

2026 Concepts



Release dates are estimates only. Clarivate reserves the right to change its product plans or roadmap based on business priorities and market conditions.



Product Updates Demo

[Release Notes](#)



Website Rebrand

RefWorks site rebranded to align with Clarivate

RefWorks has a new look

We are very excited to announce a subtle but impactful RefWorks redesign to align with Clarivate family of products. RefWorks look-and-feel is now redesigned to fit with our corporate brand. These changes will not affect your product experience or the care you receive from customer support or the product teams.

We have created resources for you on our Knowledge Center, including new logos.

With your feedback and our commitment, we continue to grow and develop RefWorks, and we look forward to more features coming soon.

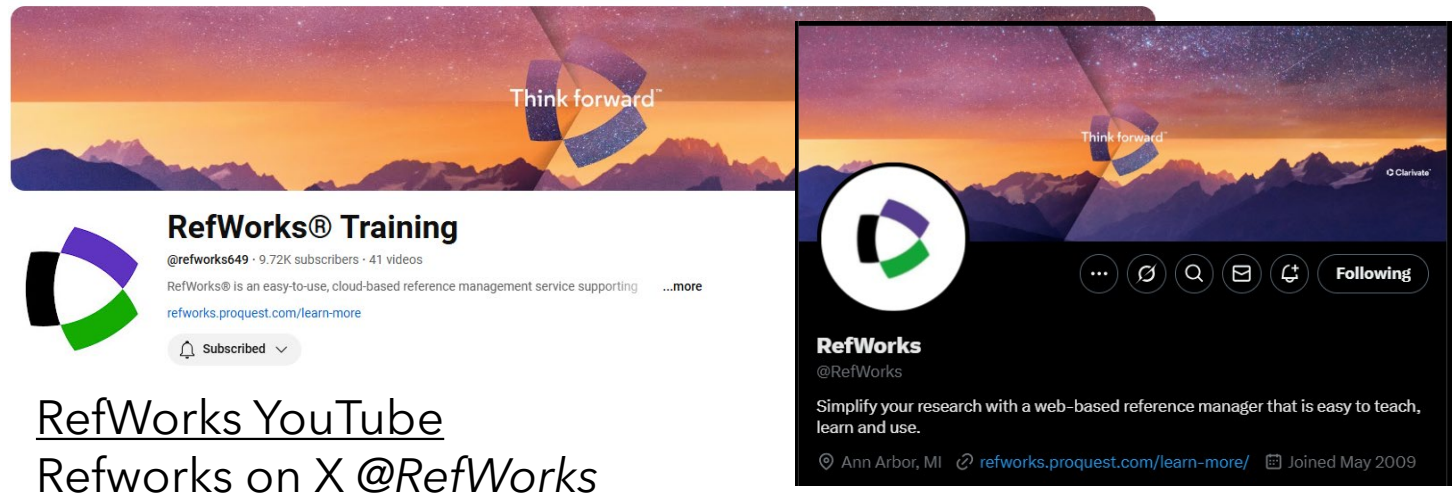
Updated logos:

RefWorks



Previous logos:

RefWorks



RefWorks YouTube
Refworks on X @RefWorks



Writing Tools Updates

RefWorks Citation Manager (RCM) for Word

Updated add-in

WHAT:

RefWorks Citation Manger (RCM) writing add-in is updated.

WHEN:

In November 2024, a message was posted in old add-in for users to get the updated add-in.

By August 31, 2025, all users should move to the new RefWorks Citation Manger (RCM) writing add-in.

HOW:

- Install the new add-in from Microsoft AppSource:

<https://appsource.microsoft.com/en-us/product/office/WA200007520>

- Read the [RCM FAQs](#)

- New add-in is automatically compatible with existing documents; users simply open the new add-in in document and continue working. Document citations added with the old add-in will be automatically included in the new add-in.

WHY:

As part of our rebranding this add-in is published under our Clarivate Microsoft account.

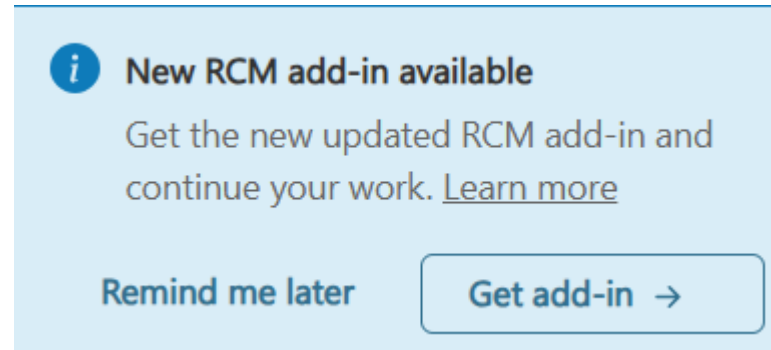
HELP:

[RCM FAQs](#)

[RefWorks Citation Manager \(RCM\)](#)

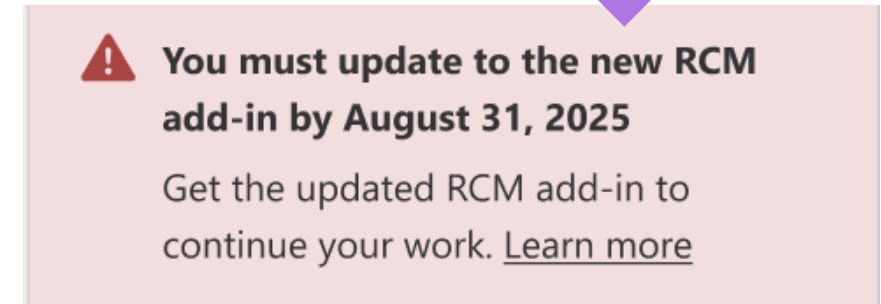
[Enabling RefWorks Citation Manager](#)

[Tech Support help](#)



i New RCM add-in available
Get the new updated RCM add-in and continue your work. [Learn more](#)

Remind me later



! You must update to the new RCM add-in by August 31, 2025
Get the updated RCM add-in to continue your work. [Learn more](#)

Write-n-Cite (WnC) Deactivation

WnC is no longer supported

WHAT:

All WnC users should have upgraded to [RefWorks Citation Manager \(RCM\)](#) writing add-in.

WHEN:

In April 2024, RefWorks page with WnC download installer was deactivated. Users were no longer able to install WnC. By summer 2025, everyone should have upgraded to RCM. WnC authentication will no longer work by July 2025.

HOW:

Refer to the [upgrade process information](#) page, a one step upgrade guide. Contact [Tech Support](#) with any issues.

WHY:

This change is happening to improve the user experience.

WnC is outdated, and RCM offers new features and seamless experience in both Word desktop and Word Online. This move will also simplify versioning and support.

HELP:

Your Key Resources:

[RefWorks Citation Manager \(RCM\)](#)

[Enabling RefWorks Citation Manager](#)

[Upgrade process](#)

[Tech Support help](#)



User Research

User Interviews and Surveys

Current and planned

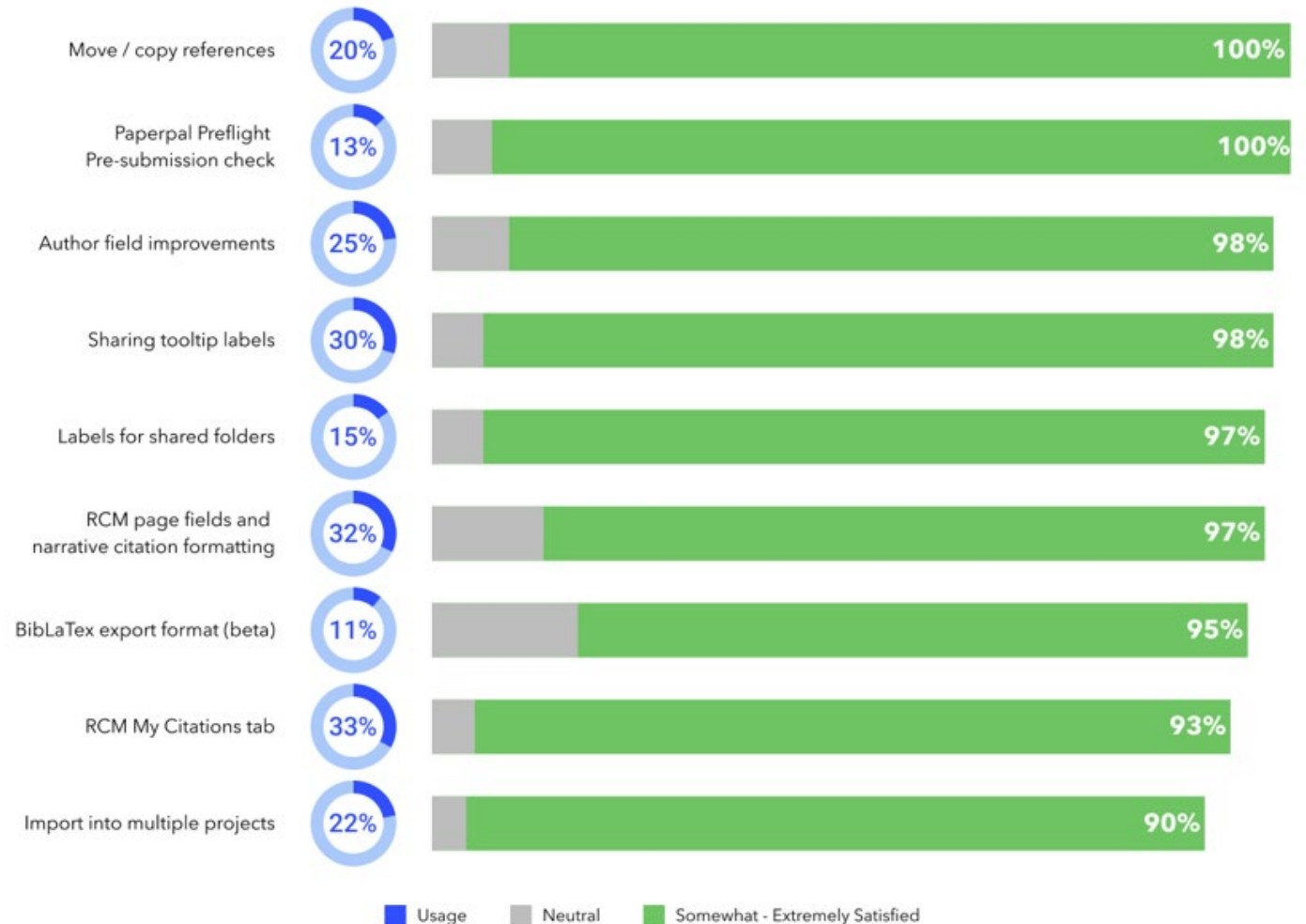
- Writing tools workflows + AI
- **Features feedback survey - results**

We asked users to let us know if they used the new feature and rank their satisfaction from extremely satisfied to extremely dissatisfied.

We are delighted to see very few features were rated at any degree of dissatisfaction.

This is a testament to how we choose to implement features, with end users and Board of Advisers participation.

Results from surveys like this help validate or update our product roadmap, identify areas where we should improve RefWorks or better communicate with our users, and let us know what we are doing well.



Reach out to us anytime if you would like to participate in our user research sessions.



Additional Information

Resources

Can we help by creating any additional resources?

Existing resources:

- In-app notifications are for all or targeted exclusively for Admins: Make sure to log into RefWorks regularly for updates about releases and events.
- Clarivate marketing communications [preferences](#)
- [YouTube channel](#) - how-to videos and tutorials
- [Customer Knowledge Center](#) - knowledge and help articles
- [Idea Exchange](#) - enter or vote for existing ideas
- [eWebinar](#) - Getting Started with RefWorks
- [More resources](#) - datasheets, guides, case studies



Thank you

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