



# RefWorks Quarterly Update

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# Agenda

Product Roadmap Update

Product Updates Demo

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

#### Researcher Focus

Improve researcher experience & workflows. Based on direct feedback from users via Idea Exchange.



**Authentication Updates** - Password retrieval and settings enhancements

**Import Improvements** - Added import options and settings

**Recommendations** - Article recommendations based on content

**Reference Types** - Added ref types for easier citation formatting

**Site Improvements** - Workflow improvements

**Accessibility** - Enhancements of keyboard navigation screen reader functionality

**Reader** - Implementation of a new Reader for easier document annotations

**Deduplication Improvements**  
Added search options

**Admin Tools Enhancements** - Added reporting options

- ▶ Responsive/mobile friendly site
- ▶ Retraction Watch integration
- ▶ Save to RefWorks browser extension
- ▶ Regional data centers
- ▶ Accessibility enhancements

#### Writing Tools

Improve RefWorks Citation Manager experience



**RCM for Word Improvements**  
Enhancements based on user feedback

**RCM for Google Docs Improvements**  
Enhancements based on user feedback

- ▣ RCM for Google Docs localization

#### Overall Site Health

Facilitate technology and security updates



**Code & Security Updates**  
Update to latest code versions and ensure security maintenance

- ▣ Ongoing performance and security updates

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](#)



# 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.

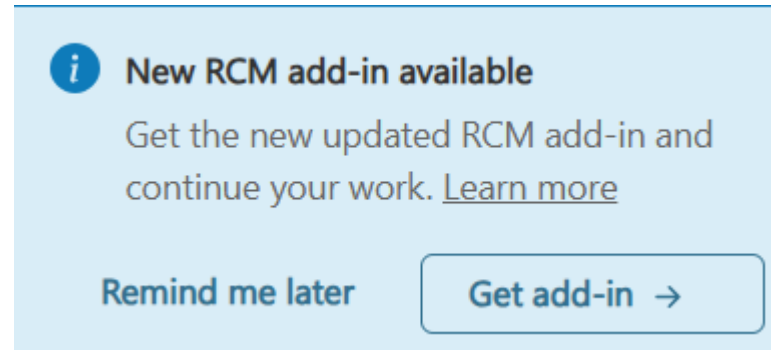
### HELP:

[RCM FAQs](#)

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

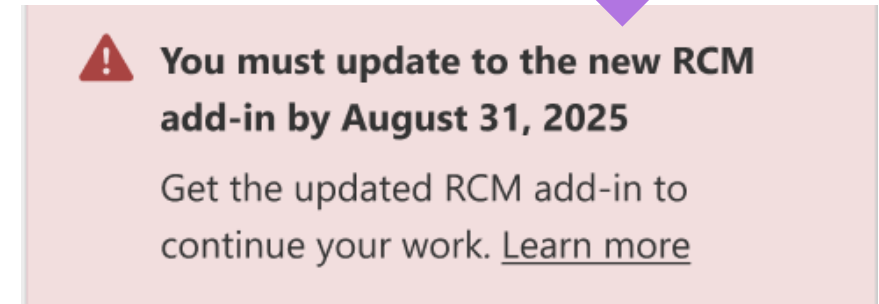
[Enabling RefWorks Citation Manager](#)

[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

- Copyleaks Plagiarism and AI Content Checker (Pilot)
- AI features survey - results

We asked users:

**Thinking about your current workflow, are there any repetitive, time-consuming, or challenging tasks that you think could benefit from AI assistance?**

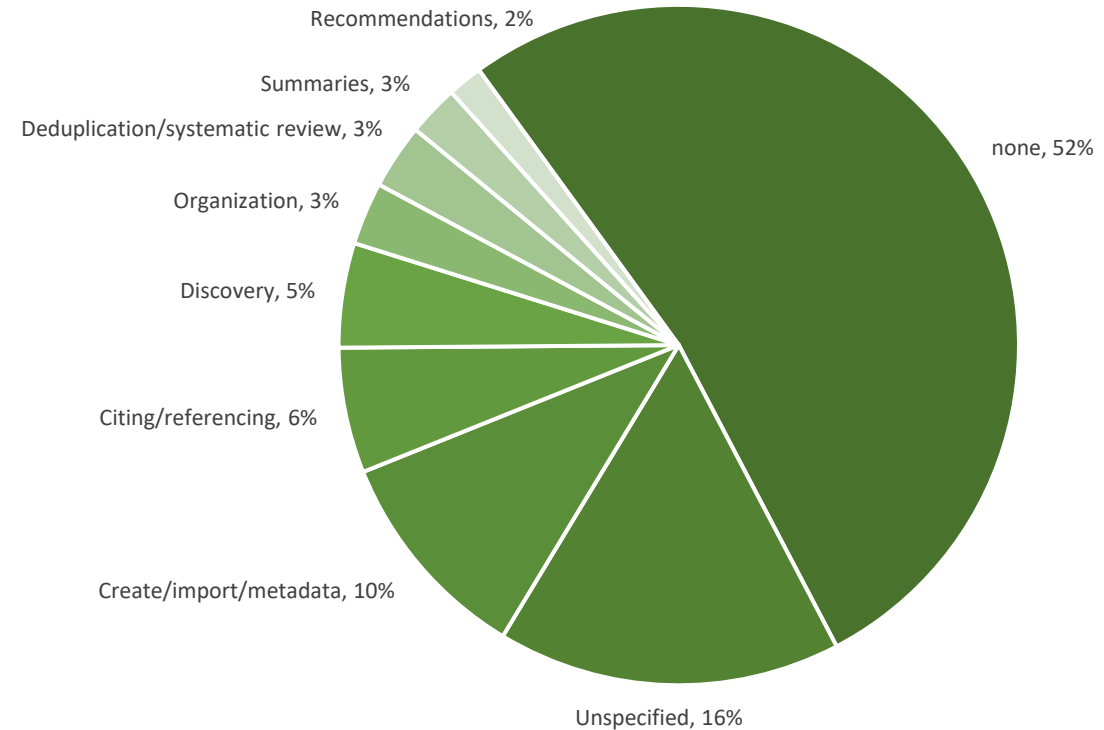
We are delighted to have received an overwhelming response from over 900 users.

- Over half of responders felt AI is not needed in RefWorks:
  - "Not necessarily in refworks, I am not opposed to the idea of AI at all, I think it has its benefits"
  - "Refworks currently works well for me and I can't see any value that AI features would add"
- 16% would like the assistance of AI, although they are not sure how to integrate this
- Others would like help with several processes.

**We are thoughtfully exploring different use cases and AI-integration opportunities.**

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

Areas where AI could improve workflows





# 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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