

Windows operating system

In order for the EndNote toolbar to appear in Word an EndNote add-in has to be installed. This process usually takes place automatically during the EndNote installation. In case the EndNote toolbar is not visible in Word after EndNote installation, use one of the instructions below:

- 1. In Word> File> Options> Add-ins move to the field "Manage" and select "COM-Add-ins> Go. Check if the EndNote Add-in is deactivated and activate it if necessary.
- 2. In Word> File> Options> Add-ins move to the field „Manage“, select „deactivated items“, check if there are any deactivated EndNote items and activate them if necessary.
- 3. In Word> File> Options> Customize> Customize the ribbon> activate EndNote if necessary
- 4. In Word> File> Options> Trust Center> Trust Center Settings> Add-ins> turn off the option "Disable all Application Add-ins" if necessary.
- 5. Install the latest EndNote update. The update 7.5 is required for Word 2016. In Endnote: Help> Check for updates> restart computer.
- 6. In Computer> C:\Programmes\Endnote> start "Configure EndNote.exe"> "configure endnote components" must be activated> next> select: Cite while you write add-in for MS office"> next> finish

MAC operating system

EndNote and Word compatibility

EndNote	Word Mac	Links
from X7.5	from 15.25	Support
from X7.8	from 15.35-15.41	Word update
	from 16 / 64 bit	If you install a 64-bit version of Word 2016, EndNote X7.6 or later is required. Otherwise the error message "Word was unable to load an add-in" will appear.
from X8	from 15.24	

What to do if after installing EndNote updates the CWYW plug in is still not visible:

- 1. Quit Word and open EndNote program.
- 2. Click on the 'EndNote X7' menu and select "Customizer."
- 3. Check the box in front of the "Cite While You Write" option.
- 4. Click next until the Customizer is finished. Open a library and then open Word and check if you are able to see EndNote X7 tab in Word.

In case the problem is still not solved, please follow the instructions in this [article](#).

With Word 15.24 for MAC, check Extras> Add-ins to find out if the file "linkcreation.dotm is activated"; if so, deactivate the file. In case the problems remains, search for the file with the Finder and then delete it. The file linkcreation.dotm wird von Adobe prevents Endnote from running with Word 15.24 or other versions. Deleting the file will solve the problem immediately.