



Frequently asked questions

1. Can I install Mendeley Desktop on different computers?

Yes, you can install the desktop version of Mendeley on as many devices as you wish. However, it is important to remember to click on the button **Sync** to synchronise your data across all your devices, especially when you close the session.

2. Can I install Mendeley Desktop on my iPad? And on my mobile phone?

Yes, Mendeley has applications for Android and iOS.

3. Can I use Mendeley Desktop with Google Drive?

You cannot use the Mendeley Citation Plug-in, but you can add the bibliography in the following manner:

1. Enter Mendeley Desktop
2. Go to the menu and click on *View > Citation Styles*.
3. Choose the bibliographic format that you wish to use.
4. Choose the references that you want to cite.
5. Drag them to the page of text in Google Drive.

4. If I already have a Mendeley account, how can I get the Mendeley Institutional Edition?

Go to <http://www.mendeley.com> on a URV computer and enter your account. By connecting from a URV computer it will identify you and upgrade you automatically to the institutional version. You can check the changes to your account details.

5. How do I know if I have access to the advantages offered by MIE?

Enter the web version of Mendeley at www.mendeley.com

1. Click on the arrow next to your avatar.
2. Select *Settings & privacy > Billing > Account Details*

Accounts

Mendeley Institutional Edition plan

100.0 GB personal library space, 100 collaborators, 100.0 GB group library space, 1000 groups



6. Can I change the email address that I use to manage my Mendeley account?

You can change your email address by going to www.mendeley.com

1. Click on the arrow next to your avatar.
2. Select *Settings & privacy > Account*

Remember that this user name and password are the same for all Elsevier products.

7. I have installed the Web Importer from my desktop but I cannot find it when I open the browser.

The Web Importer will have been installed on your default browser (if it is Chrome or Firefox) or it will have downloaded to your PC but not installed (if you have a different default browser).

You can install the Web Importer by following the instructions at:

https://www.mendeley.com/reference-management/web-importer#id_2

8. How to cite a website?

You can manually introduce a reference in Mendeley.

- Go into Mendeley Desktop and click on *File > Add reference manually*.
- In Mendeley Desktop click on *Add > New manual entry*.

Click on *Type > Web Page*.

It is important to include the URL and the date when you consulted it.

9. How can I detect duplicated references?

To find out if you have any duplicated references:

1. Go into Mendeley Desktop and select the folder that you want to analyse or click on *All documents*.
2. Click on the *Tools > Check for duplicates*
3. the.
4. Click on the arrow at the side of the reference to see if it has been duplicated and needs merging.
5. If you want to merge them, click on *Confirm merge*.

10. What is the *Unpublished Work* box for?

Mendeley includes the references that you have in your collection in its *Papers* database so that it can produce reading statistics.

When you mark the *Unpublished Work* box next to a reference, Mendeley will not include it in its *Papers* database.

You must mark the box when you have references in PDF that are not public/open access.



11. I have added PDFs to the references but I cannot see them on other computers

On the computer from which you loaded the PDF:

1. Go to Mendeley Desktop and select the folder *All documents*
2. In the central column, select *Edit Settings*
3. Select *Synchronization options*, then mark *Synchronize attached files* and then choose synchronize *For my entire library* or *For selected folders*.

12. How can I stop the internet address appearing on non-electronic documents when I generate the bibliography?

Some bibliographic formats in Mendeley interpret the bibliographic references who URL field is full as being electronic references. To prevent this, you must change the configuration by go to

Mendeley Desktop: *View > Citation Styles > More styles*

At the bottom you will find the drop down menu: *Include URLs and Date Accessed in Bibliographies*

Select: *Only for web page*

13. How can I stop the bibliography from being generated in English?

To change the configuration, go to:

Mendeley Desktop: *View --> Citation Styles --> More styles*

At the bottom you will find the drop down menu: *Citation and Bibliography Language*

Choose the language that you want: Catalan, Spanish, etc.

14. I would like to cite in Catalan using the ISO-690 style, but it is not in the list of citation styles in Mendeley.

Go to Mendeley Desktop: *View --> Citation Styles --> More Styles --> Get more styles --> Download style*

Copy the following addresses:

<http://csl.mendeley.com/styles/5150531/iso690-author-date-cat>

<http://csl.mendeley.com/styles/5150531/iso690-numeric-cat>

and click on *Download* to install the styles.

15. Can I add a specific page number to a citation?



When you click on any citation, the button *Insert Citation* become *Edit Citation*. This will allow you to add a specific page number.

16. I have a bibliography generated in MS Word, how can I pass it to Mendeley?

If the bibliography has been made using Mendeley, you can import it to your account:

1. Open the document with MS Word.
2. Click on *Refresh* in the Mendeley Citation Plug In.
3. It will ask you if you want to import the references to your *Library*

17. Can I access a public group if I am not registered with Mendeley?

You need to be registered with Mendeley to be able to see the content of a public group.

For any queries or further information, please contact the service Pregunt@