

Support

Below is a hierarchical path for self help

1. For general problems, you can use the Reference Manager **Help** function.
2. Check out the **University of Calgary** (<http://libguides.ucalgary.ca/content.php?pid=80435&sid=596004>), **iCite** (<http://i-cite.bham.ac.uk/refman.htm>) and **Kings College (London)** (<http://www.kcl.ac.uk/library/software/refman/create.aspx>) websites on Reference Manager.
3. Check the help files of specific databases for information on how to capture/import data.
4. Adept Scientific has archived all postings to the **Reference Manager Discussion List** (<http://lists.adeptscience.co.uk/refman/>) since February 2001. These archives are searchable and may provide a solution to your problem.
5. Check out the **Reference Manager Technical Support page** (<http://www.refman.com/support/RMsupport.asp>) and **Thomson Reuters Community** (<http://community.thomsonreuters.com/t5/Reference-Manager/ct-p/refman>) pages. Additional filters are available from this site. (For School of Health & Population Sciences users using Reference Manger on the Q: drive, filters need to be added to the server centrally. Please see **Lesley Clarke** ([/staff/profiles/mds-hub/clarke-lesley.aspx](http://staff/profiles/mds-hub/clarke-lesley.aspx)) for more info and help.)
6. Watch the **Reference Manager Training Videos** (http://www.refman.com/training/tutorial/Reference_Manager.asp).