Clearing the Privacy Consent screen in RefWorks

- **Product**: RefWorks
- **Product Version**: new RefWorks, legacy RefWorks

How do I clear the privacy consent screen from RefWorks?

Normally a user can clear the ProQuest privacy screens by consenting to the Terms of Use and Privacy Policy statements. However, there can be circumstances when the user sees an error:

If your RefWorks screen displays the above error, try the following to clear it:

1. If you usually access RefWorks via a proxy (the url may look like: https://login.<your library>.oclc.org/login?qurl=https%3a%2f%2frefworks.proquest.com%2fsignup%2finstitutionalSignup%2f) try going to RefWorks directly:
   - https://refworks.proquest.com (new) or
   - https://refworks.com (legacy)

2. Browser plugins and cached data can sometimes interfere with the consent screen, try accessing RefWorks in your browser's private or incognito mode to accept the privacy consent. Once you've consented to the ProQuest Privacy Policy and Terms of Use, you can return to your usual browser mode.

Firefox Private Window
Chrome Incognito Window

Internet Explorer Private Browsing
3. **Log out of the RefWorks writing tool add-ins** (Write-N-Cite, RefWorks Citation Manager, and GoogleDocs plugin)

**Write-N-Cite**

**RefWorks Citation Manager**

**GoogleDocs plugin**
If the error message still appears on your browser, report it to refworks.support@exlibrisgroup.com.

• **Article last edited:** 15-June-2018