Frequently Asked Questions

How can I customized the citation style?
● You can download and install a different style from the Mendeley citation style language (CSL) editor;
● You can add a different style to the CSL if it is not already available;
● You can modify a citation style based on an existing one;
● You can create your own citation style;
● Refer to this page from Mendeley Support for further instruction.

Why won’t the citation plugin work with my MS Word?
● Make sure you are using the latest version of MS Word;
● Uninstall the plugin from your computer;
● Restart your computer and reinstall the plugin;
● Refer to this page from Mendeley Support for further instructions.

What is the difference between the online and desktop versions?
● Mendeley Web is the cloud version of your library;
● Any changes made to your desktop must be synced before they show up in your cloud;
● Changes made in Mendeley Web are automatically synchronized, but it's a good idea to sync again when you open your Mendeley Desktop;
● Uploading documents into Mendeley works best in the desktop version, but you can use the Web Importer to upload documents into your Mendeley Web;
● Refer to this page from Mendeley Support for more information about syncing your desktop.

Can I preserve notations I made on PDFs that were saved in other notetaking tools (e.g. Microsoft OneNote)?
● Unfortunately, at this time, Mendeley doesn't have a way to link to tool like MS OneNote, nor can you use a stylus to write on the PDFs in Mendeley Web;
● Any notations you made to PDFs in another software will just show that a note was made at that point when you transfer it to Mendeley;
● You can consider creating a Zotero account and linking it to your OneNote library to preserve your complete notations, provided you have an MS OneNote account;
● It is possible to maintain annotations and highlights made in Mendeley Desktop;
● Refer to this page in Mendeley Support for exporting annotations and highlights made in the Mendeley Desktop.