

EndNote Version 20 Update

Frequently Asked Questions

How does the latest version of EndNote differ from previous versions?

The main difference you will notice is that version 20 (20.0.1.15043) looks and feels quite different to previous versions, the interface has been redesigned and the workflows have been streamlined. To find out more about the differences watch [this short video](#) highlighting what's new in EndNote 20 and look at the [table comparing](#) the different versions.

I have customised my version of EndNote, will my customisation remain once I update to the new version?

Yes, most of your customisation should remain, for example, if you have edited your preferences, these will be picked up by the new version.

If I upgrade to the latest version, will I be able to open libraries created in previous versions?

Yes. When you try to open a library created in vX9.3 or later versions you will be asked to convert it. On confirmation EndNote creates a new library (the original one is untouched). The new converted library should then be used instead of the old one, which can be deleted if you wish.

To convert a library that was created in vX9.2 or older versions go to File / Open / Open Library...and select the old library file you wish to convert. Your new version of EndNote will create a new library and leave the original library unchanged.

I have citations in my Word documents from older libraries, will the EndNote function in these documents still work once I convert the library?

Yes, all documents created with cited references from an older library should still function as before once converted.

If I update to the new version of EndNote, will I be able to share libraries with colleagues using an older version?

Yes, there are two ways to share. You and the recipient can share libraries by using [EndNote Online accounts](#) (you will both need an account). You and they will then need to sync the library to and from the online account in order to share it.

Please note that you can only share one library per online account (or you can remove the library once shared and share a different library). As a recipient, multiple libraries can be shared with you. Guidance on how to share libraries using EndNote Online is [here](#).

The other way to share with colleagues who are still using an older version of EndNote is for you to generate a text file of the contents of the library you want to

share using the latest version, then send it to the recipient for them to upload into their older version. Guidance on how to do this is [here](#).

What happens if I do not update to the new version, can I continue to use the old version?

Yes, you can continue to use an old version (vX9.3 or earlier). The new version will be made available in your Software Centre, if and when you install it is up to you. Please be aware that if you do not update to the latest version you are likely to encounter collaboration issues when someone who has the newer version installed wants to share a library or collaborate on a document with you. **We strongly recommend that all EndNote users update to the new version** to avoid such compatibility issues and facilitate sharing.

In the longer term if you continue to use an old version and it becomes more and more out of date, updating to the latest version will be complicated and you risk losing or corrupting your content in the transition from one to the other.

How do I install the latest version?

If you are an existing EndNote user the latest version should be made available in the Software Centre as part of the rollout. You need to follow the accompanying [installation instructions](#) carefully.

If you do not already have EndNote installed then you need to log a request with the [ICT Service Desk](#) to have the latest version made available in the Software Centre. Once it has been made available, you should follow the [installation instructions](#).

I am new to PHE, how do I get access to the latest version of EndNote?

Please log a request with the [ICT Service Desk](#) and ask for the latest version of EndNote to be provided. You can specify the latest version which is currently 20.0.1.15043

Is there training on how to use EndNote?

Yes, PHE Knowledge and Library Services provides training on how to use the software for individuals and teams. Further information on our training offer is available [here](#).

Can I use the new version of EndNote in Teams?

Yes, by following these steps:

- open the file in Teams
- click 'Open in Desktop App'
- use EndNote ribbon within Word to insert and edit citations
- ensure changes are saved
- close document
- the changes will be saved in the document as accessed in Teams