EndNote Fusion in Word Troubleshooting Guide

Notes

Option 1 is only for students as staff can't use Incognito mode for authentication.

Option 1: Supplier-Recommended Sign-in Procedure for Students

1. Open a browser in Incognito/Private mode.
2. Sign in to EndNote Fusion (https://fusion.endnote.com/) via Institutional Login (SSO).
3. Select University of Cumbria and complete the SSO authentication.
4. Confirm that EndNote Fusion opens successfully in the browser.
5. Keep the browser session open.
6. Open Microsoft Word and launch EndNote Fusion for Word.
7. Select Institutional Login (SSO) and sign in again.

Option 2: Re-associate Institutional Credentials for Students and Staff

1. Open the EndNote Fusion MyCumbria page.
2. Click the profile/person icon in the top-right corner.
3. Select Settings.
4. Scroll down to Institution Credentials.
5. Click Remove Credentials.
6. Click Associate Credentials.
7. Select University of Cumbria and complete the SSO sign-in process.
8. Open Microsoft Word.
9. Select the EndNote Fusion tab on the ribbon.
10. Open the EndNote Fusion sidebar.
11. Sign in if prompted.
12. The EndNote Fusion add-in should now connect successfully.