Troubleshooting RefWorks-Google Scholar connections

Below, it is assumed that Scholar Preferences in Google Scholar (GS) have been set to UA and Refworks (although this does not fix the “group code” problem).

Off campus/Not using VPN or
On campus/using UAPublic wireless only

GS: You MUST enter Google Scholar through the library databases list (Main or AHSL) in order to import references from GS into Refworks! It doesn't matter if you subsequently click on one of the full text @ UA links in GS and log into WebAuth; if you haven't entered GS through our lists, you will still get asked for a group code when you click on "import into Refworks" (although you may be able to send it to Refworks directly from the database where the full text is located).

Logging into Refworks: Must enter through the library’s web site (Main or AHSL) and enter NetID. To use Write-n-Cite: You must set up the proxy configuration as given in our guide (step 7a). Otherwise, you will be asked for the group code when attempting to open it directly or through Word. [Guide at http://www.library.arizona.edu/help/tutorials/refworks/index.html]

Off campus/using VPN or
On campus/using UAPublic wireless with VPN

GS: If you login to VPN after opening your browser, you may need to either open a new window or close the browser completely and reopen it in order to export from GS to Refworks without being asked for the group code. If using IE, it is usually enough to open a new IE window after logging into VPN. (This appears to be what happened with the person in the chat below.) If using Firefox, you may need to close all Firefox windows and reopen them after logging into VPN. (This is not necessary to connect directly to full text articles in our databases from GS, or to other library databases. But for some strange reason, the connection between GS and Refworks won’t work until a new browser session is started. In many cases, it doesn’t even help to go back and re-enter GS through our database list, either. Gene’s explanation: The first time you connect to RefWorks, it sets a cookie that identifies your subscription (or lack of one if your IP number isn’t recognized). Even if you then start VPN and get a campus IP number, the cookie still persists until you start another browser session.) Bottom line is: If running VPN from off campus or on UAPublic and are asked for a group code, close the browser and restart it.

Logging into Refworks: Not necessary to enter through library web sites. (Must click through security certificate mismatch if using the login link from Refworks.com.)
To use Write-n-Cite: No problems opening directly or through Word. (Proxy configuration not needed.)

On campus/using UAWifi wireless or Library computers:

GS: No problems noted. Not necessary to enter GS from library web sites.
Logging into Refworks: Not necessary to enter through library web sites. (Must click through security certificate mismatch if using the login link from Refworks.com.)
To use Write-n-Cite: No problems opening directly or through Word. (Proxy configuration not needed.)