Mendeley Readers is a research statistic which counts the sum of unique Mendeley users who have added a given research output to their Mendeley library. Mendeley Reader counts have been positively correlated with future citation impact in a number of studies, including Li & Thelwall, 2012; Zahedia, Costas, and Wouters, 2014; Thelwall, 2018. Professor Mike Thelwall of the University of Wolverhampton finds that Mendeley Readers typically appear at least a year before citations due to delays between other researchers reading a paper and their new study being published (source). In this way, Mendeley Reader counts can help you to predict the impact that a recently-published article will have and is a useful indicator for evaluating the context of a journal article. We caution that Mendeley Reader counts are inferred from crowdsourced data and Elsevier does not currently endorse using it as a direct measure of research impact. Was this answer helpful? Mendeley Reference Manager is the new version of our reference manager that replaced Mendeley Web Library on September 07, 2020. Mendeley Desktop will continue to be available. The new Mendeley Reference Manager is constantly improving with regular updates, responding to users direct feedback and through the regular user research and usability testing we do. Why has Mendeley rebuilt the reference manager? The solutions we offer must address challenges you face in your daily reality. Its become increasingly difficult to keep developing the original Mendeley Desktop in the way we and you need. The new Mendeley Reference Manager is built with the latest technology that will allow us to provide regular updates and to act on user feedback at an accelerated rate. We have also introduced some new features, such as Mendeley Notebook, and refreshed the look of the interface so that it is simpler for you to perform your key reference management tasks. We have also built Mendeley Cite, a new citation add-in for Microsoft Word. The new citation add-in now exists as a standalone application, which means that you can use it without having to open or even install Mendeley Reference Manager, as well being able to use it with online versions of Word. What is happening to Mendeley Desktop and Mendeley Web Library? While we work hard to bring all the features you use and care about to Mendeley Reference Manager, Mendeley Desktop is still available for use. Mendeley Web Library was replaced with Mendeley Reference Manager on September 07, 2020. We have now stopped all development work on Mendeley Desktop, and there will be no further updates to Mendeley Desktop beyond the current version. Our full development effort is now focused on the new Mendeley Reference Manager so that we can add the features users are telling us they want. When will Mendeley Desktop stop being available? Once we are confident that the new Mendeley Reference Manager meets our users' reference management needs we will start to begin the migration process by notifying you via emails and other forms of communication. To migrate over to the new Mendeley Reference Manager, you will need to make sure you have synced your current Mendeley Desktop and then download the new Mendeley Reference Manager. Having synced your Desktop, all of your work will then exist in the new Mendeley Reference Manager. Key to helping us make the decision of when to start the migration is user feedback. The feedback we receive from users is vital in helping us make the right product development decisions. To provide feedback, open Mendeley Reference Manager, go to Account & Help and select Give Feedback. Why are not all my PDFs stored locally by default? The new Mendeley Reference Manager library is cloud-based. This is to ensure your latest changes are always saved and that you can access your references on multiple devices. If you would like a specific file attachment stored locally, you can download that file to your local machine by opening it in the reader and selecting the download icon. We are also already looking at ways to improve support for local file storage and will have updates out soon. You can download Mendeley Reference Manager here. Frequently asked questions about Mendeley Reference Manager can be found under the section Mendeley Reference Manager. Was this answer helpful? Last updated on October 15, 2025 Last updated on October 15, 2025 Heres a quick start guide for those using the new Mendeley Reference Manager for the first time. Was this answer helpful? For further assistance: Opens new windowDownload fileOpens an image Last updated on May 01, 2025 Last updated on May 01, 2025 If you don't already have a Mendeley account you can create one for free: visit Mendeley.com and click 'Create account'. When you have created this account you can also use it to sign in to Mendeley Desktop and other Elsevier services including Science Direct or Scopus. If you have downloaded Mendeley Desktop without first creating an account you'll need to create an account. To do this click 'Register' on the Mendeley Desktop sign in screen. If you already have an Elsevier account, e.g. for Science Direct or Scopus, you can use this to sign in to Mendeley Desktop and Mendeley.com. If you're using Mendeley.com from a shared machine we recommend you sign out at the end of your session. To do this click the drop-down arrow next to your name and click 'Logout'. Was this answer helpful? For further assistance: Opens new windowDownload fileOpens an image Some users are experiencing Mendeley Cite not loading when they click the Mendeley Cite ribbon in the References tab. When the user clicks the ribbon, the add-in window opens on the right-hand panel, however, the app itself does not load and displays a white screen. This issue is caused by internet security settings, which applies to users using Mendeley Cite in Word Desktop. To resolve these issues, depending on the operating system you are using, you will need to adjust your internet security settings to allow JavaScript to run. Windows users The Internet Explorer 11 desktop application is retired and out of support as of June 15, 2022 for certain versions of Windows 10. You will need to make sure that in your Internet Explorer Security Zone, Internet is set to 'Mediun-High', as any higher setting will not allow our JavaScript app to run on windows. If this option is not available to you, you should speak to your system administrator. See instructions for Windows users. Mac users You will need to enable JavaScript to run on Safari. See instructions for Mac users. Was this answer helpful? Last updated on May 01, 2025 Last updated on May 01, 2025 Before finishing a document, you can remove the Mendeley fields by "flattening" the document. How Click 'Export' in the Mendeley Citation plugin toolbar. By selecting this option, Mendeley will: Remove the code that powers the Mendeley Fields. Convert the entire document to plain text. No longer automatically update your bibliography to include new references, so make sure you're totally happy with your references before undertaking this step. Was this answer helpful? 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Therefore, Mendeley Desktop can be downloaded and used until we are confident the new Mendeley Reference Manager has the main functionalities that you rely on. In order to facilitate a smooth transition from Mendeley Desktop to Mendeley Reference Manager you are able to have both applications installed on your computer at the same time. Please note that no further software updates will be released for Mendeley Desktop, and its compatibility with future operating systems cannot be guaranteed. Mendeley Desktop is currently downloadable for Windows, Mac, and Linux platforms: Longer-term, once we are confident that the new Mendeley Reference Manager sufficiently meets your reference management needs, we will begin the process of ceasing the availability of Mendeley Desktop to download and stopping all sign-ins. We will be sure to give you plenty of notice before this happens. Was this answer helpful? There are a number of possible causes of this error message:No internet connection.Add-in installation is blocked by firewall.Add-in access is disabled by a security policy.Add-in installation is disabled by the administrator of Office applications.If you have checked that your internet connection is not an issue, and you are using an institutional version of Microsoft Office, this error can occur when a system administrator has blocked the access to certain add-ins.Fortunately, this issue can be easily resolve by your system administrator. To do so, please request the ability to install Mendeley Cite. Step-by-step instructions for deploying Office add-ins can be found here, please share this link with your administrator.You will be able to install and access Mendeley Cite if you sign in to a free Microsoft Word service (such as Word Online) using a personal Microsoft account. This way, you can install Mendeley Cite onto your own personal account in Word. 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