

# MENDELEY REFERENCE MANAGER MANUAL



**Celt journal**

Soegijapranata Catholic University  
Semarang, Indonesia, 2020

[journal.unika.ac.id/index.php/celt](http://journal.unika.ac.id/index.php/celt)

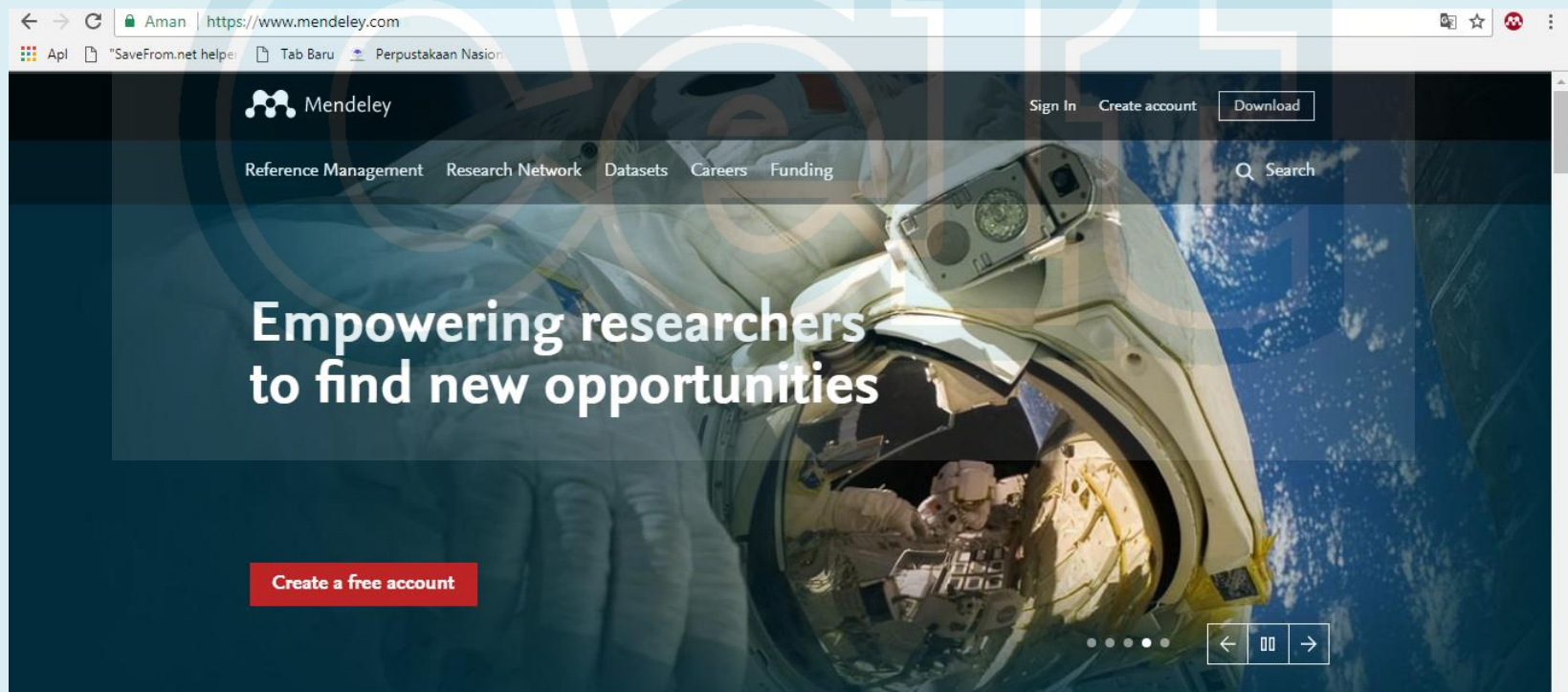
# MANUAL List

- I. Mendeley Account Registration
- II. Download Mendeley Desktop
- III. Import Document
- IV. Input to Mendeley Desktop
- V. Open Full-Text Article
- VI. Give Highlights and Notes to an article
- VII. Make a Folder
- VIII. Install Mendeley Web Importer
- IX. Download File with Mendeley Web Importer (Firefox and Chrome)
- X. Input bibliography sources of non-online reference (Printed Books/ Articles, AV etc.)
- XI. Delete an Article
- XII. Search for an Article
- XIII. Install Ms. Word Plug In
- XIV. Making citation sources
- XV. Making the Bibliography

# I. MENDELEY ACCOUNT REGISTRATION

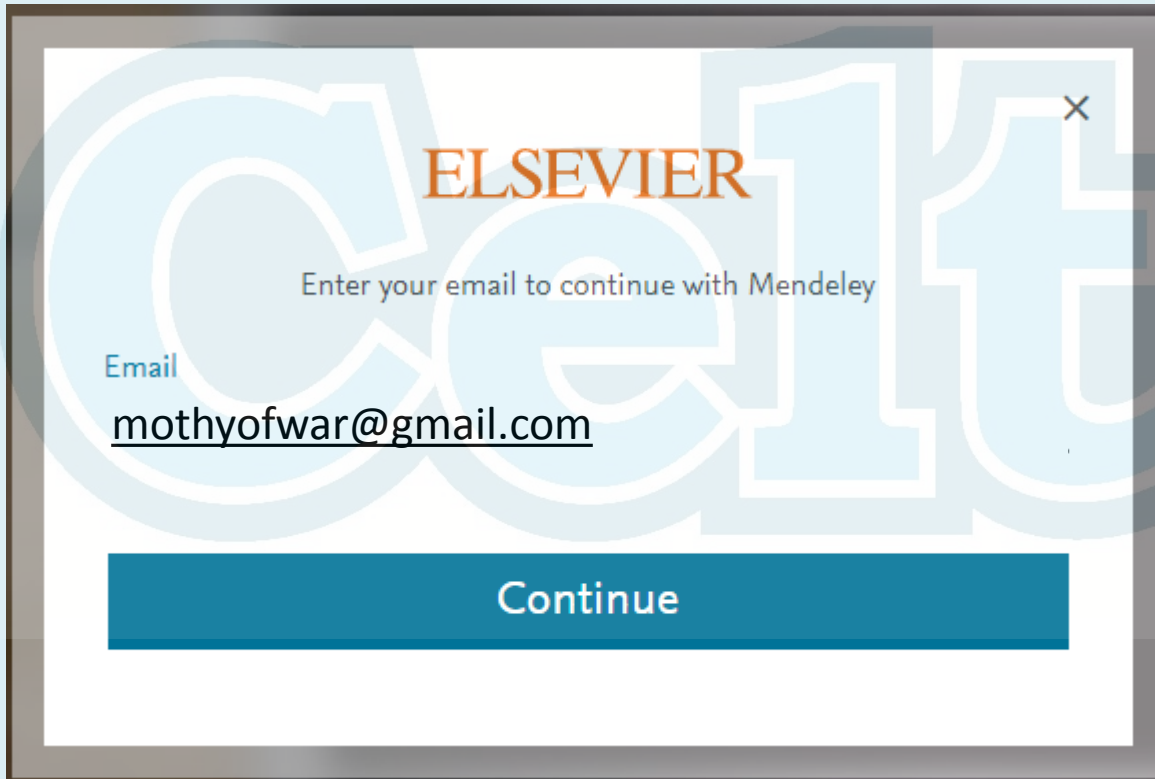
Type in: [www.mendeley.com](http://www.mendeley.com)

choose: **create a free account**



# Input email to get a username

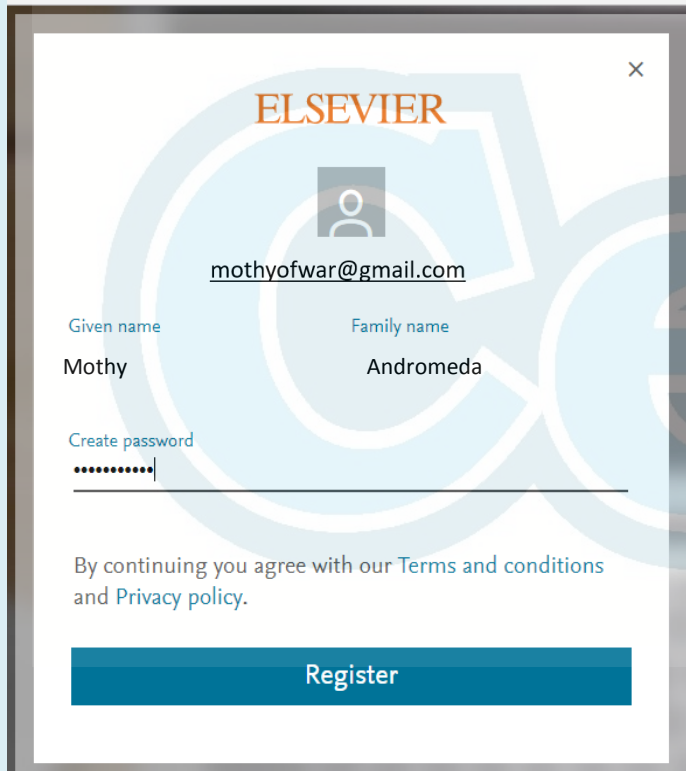
 **continue**




The image shows a screenshot of a web dialog box. At the top center, the word "ELSEVIER" is written in a brown, serif font. Below it, the text "Enter your email to continue with Mendeley" is displayed in a smaller, grey font. On the left side, the word "Email" is written in blue. Below "Email", the email address "mothyofwar@gmail.com" is entered into a text field and underlined. At the bottom of the dialog box, there is a large, dark blue button with the word "Continue" written in white. A small "x" icon is visible in the top right corner of the dialog box. A large, faint watermark "ce11t" is overlaid on the background of the dialog box.

# Fill in the Name and Password

➔ register ➔ continue to Mendeley



ELSEVIER

  
mothofwar@gmail.com

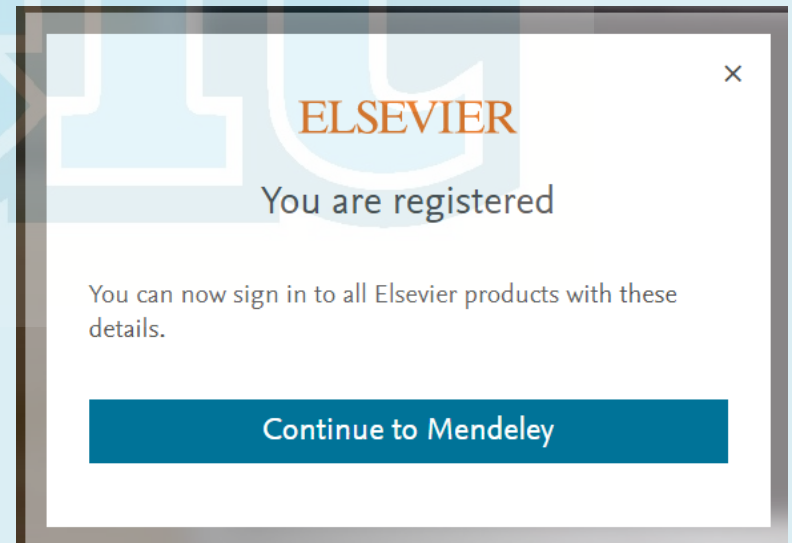
Given name  
Mothy

Family name  
Andromeda

Create password  
●●●●●●●●

By continuing you agree with our [Terms and conditions](#) and [Privacy policy](#).

Register



ELSEVIER

You are registered

You can now sign in to all Elsevier products with these details.

Continue to Mendeley

# Select the Current Role & Field of Study

Current role

- Lecturer
- Lecturer > Senior Lecturer
- Librarian**
- Other
- Professor
- Professor > Associate Professor
- Researcher
- Student > Bachelor
- Student > Doctoral Student
- Student > Master
- Student > Ph. D. Student
- Student > Postgraduate

Librarian

Field of study

Make profile public

[Continue to Mendeley](#)

[Skip this step](#)

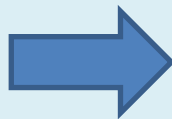
Boarding/  
san Nasion

- Computer Science
- Decision Sciences
- Design
- Earth and Planetary Sciences
- Economics, Econometrics and Finance
- Energy
- Engineering
- Environmental Science
- Immunology and Microbiology
- Linguistics
- Materials Science
- Mathematics
- Medicine and Dentistry
- Neuroscience
- Nursing and Health Professions
- Pharmacology, Toxicology and Pharmaceutical Science
- Philosophy
- Physics and Astronomy
- Psychology
- Social Sciences**
- Social Sciences

Make profile public

[Continue to Mendeley](#)

[Skip this step](#)



**continue to Mendeley**

# II. DOWNLOAD MENDELEY DESKTOP

Mendeley Desktop is used to manage scientific articles that will be used as reference source, creating citation sources and bibliography.

## Choose Download Desktop App

The screenshot shows the Mendeley website interface. At the top, there is a navigation bar with links for Feed, Library, Suggest, Groups, Datasets, Careers, and Funding. A search bar and a user profile (mothyofwar@gmail.com) are also visible. On the left side, there is a sidebar with filter options: FILTER BY (All posts), PUBLICATIONS (Citation updates, Recently published articles), and GROUPS (+ Join a group). The main content area features a question: "Have you downloaded the Mendeley app?". Below this, there are two options: "On Desktop" and "On Mobile". The "On Desktop" option is highlighted with a yellow arrow pointing to a blue button labeled "Download Desktop App" with the text "Windows XP +" below it. The "On Mobile" option shows icons for various mobile devices and buttons for "Download on the App Store" and "GET IT ON Google Play". At the bottom, there is a section titled "Add your first document" with two options: "Save PDFs from publisher sites with one click." and "Upload a document from your computer." A "Got a question?" button is located in the bottom right corner.

# Download options for Mendeley Desktop

The screenshot shows the Mendeley Desktop download page. At the top, there is a navigation bar with links for Feed, Library, Suggest, Groups, Datasets, Careers, and Funding, along with a search bar and a user profile icon for [mothyofwar@gmail.com](mailto:mothyofwar@gmail.com). The main heading is "Download Mendeley Desktop for Windows". Below this, there is a laptop icon with a download arrow and a Mendeley logo. A yellow arrow points to a red button labeled "Download Mendeley Desktop for Windows". Below the button, it says "Windows 7, 8.1 and 10. See release notes." Underneath, there are links for "Other systems: Apple Mendeley Desktop for Mac OS" and "Mendeley Desktop for Linux". To the right, there is a section titled "Have you seen what Mendeley can do for you?" with three sub-sections: "Personalised suggestions" (with a magnifying glass icon), "Access anywhere" (with a cloud icon), and "Connect with Groups" (with a group of people icon). At the bottom of the page, there is a taskbar showing a window titled "Mendeley-Desktop...exe" with a yellow arrow pointing to it.

**Click Mendeley Desktop.exe**



# Select: Run---Next---I Agree--

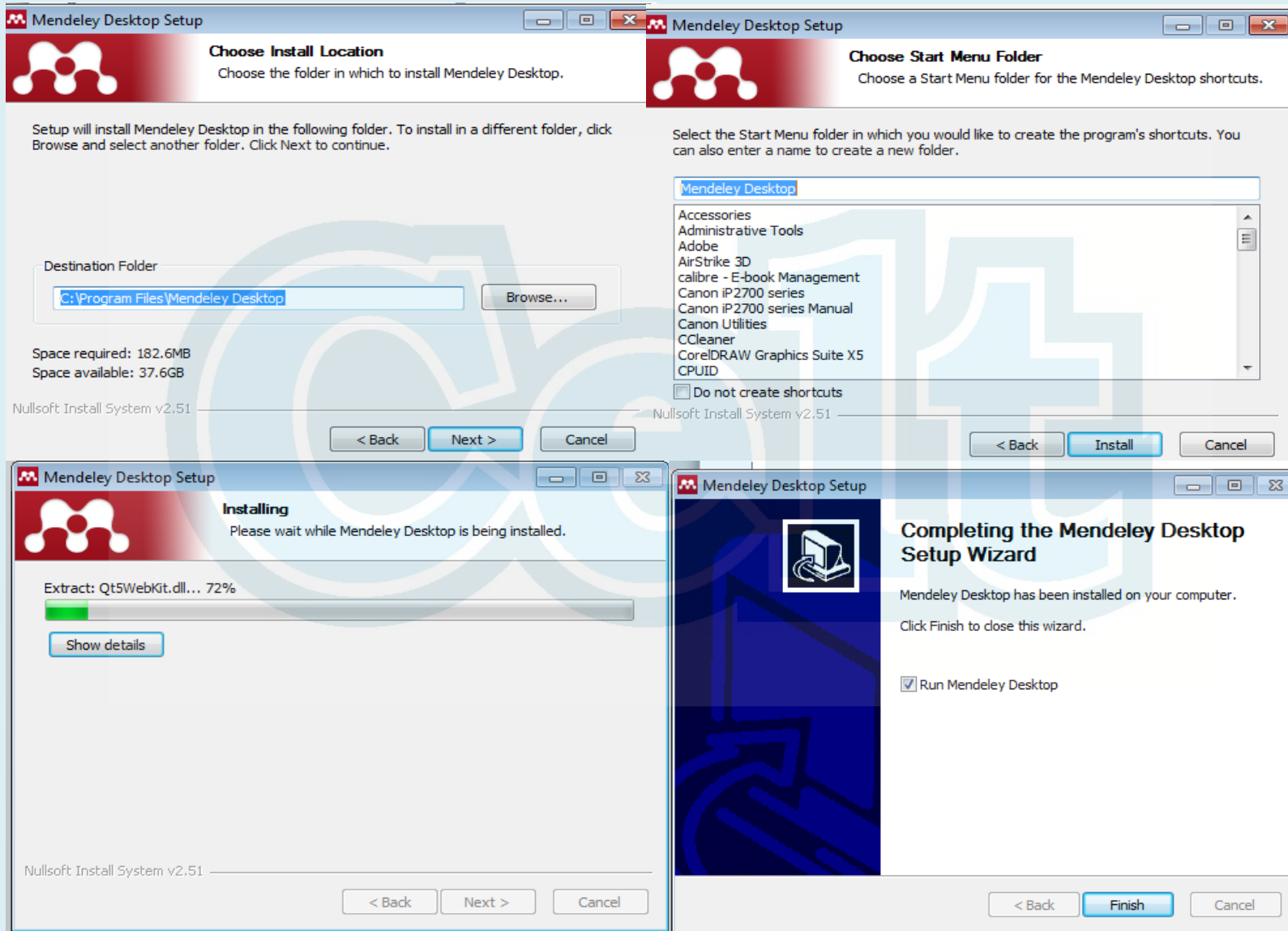
The image shows a web browser interface with a navigation bar at the top containing links for Feed, Library, Suggest, Groups, Datasets, Careers, and Funding, along with a search bar and a user profile dropdown for 'mothyofwar@gmail.com'. The main content area features a 'Personalised suggestions' section with a magnifying glass icon and text: 'Helping you keep up to date with personalized suggestions for articles.' Three overlapping Windows dialog boxes are displayed in the foreground:

- Open File - Security Warning:** A dialog box asking 'Do you want to run this file?'. It shows file details: Name: '...nloads\Mendeley-Desktop-1.17.13-win32 (1).exe', Publisher: 'MENDELEY LIMITED', Type: 'Application', and From: '...'. It includes 'Run' and 'Cancel' buttons and a checked option 'Always ask before opening this file'. A warning icon and text state: 'While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. [What's the risk?](#)'
- Mendeley Desktop Setup - Welcome to the Mendeley Desktop Setup Wizard:** A wizard window with a blue background and a computer icon. Text reads: 'Welcome to the Mendeley Desktop Setup Wizard. This wizard will guide you through the installation of Mendeley Desktop. It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer. Click Next to continue.' It has 'Next >' and 'Cancel' buttons.
- Mendeley Desktop Setup - License Agreement:** A window titled 'License Agreement' with the Mendeley logo. It asks the user to 'Please review the license terms before installing Mendeley Desktop.' and instructs to 'Press Page Down to see the rest of the agreement.' A scrollable text area contains the following text:

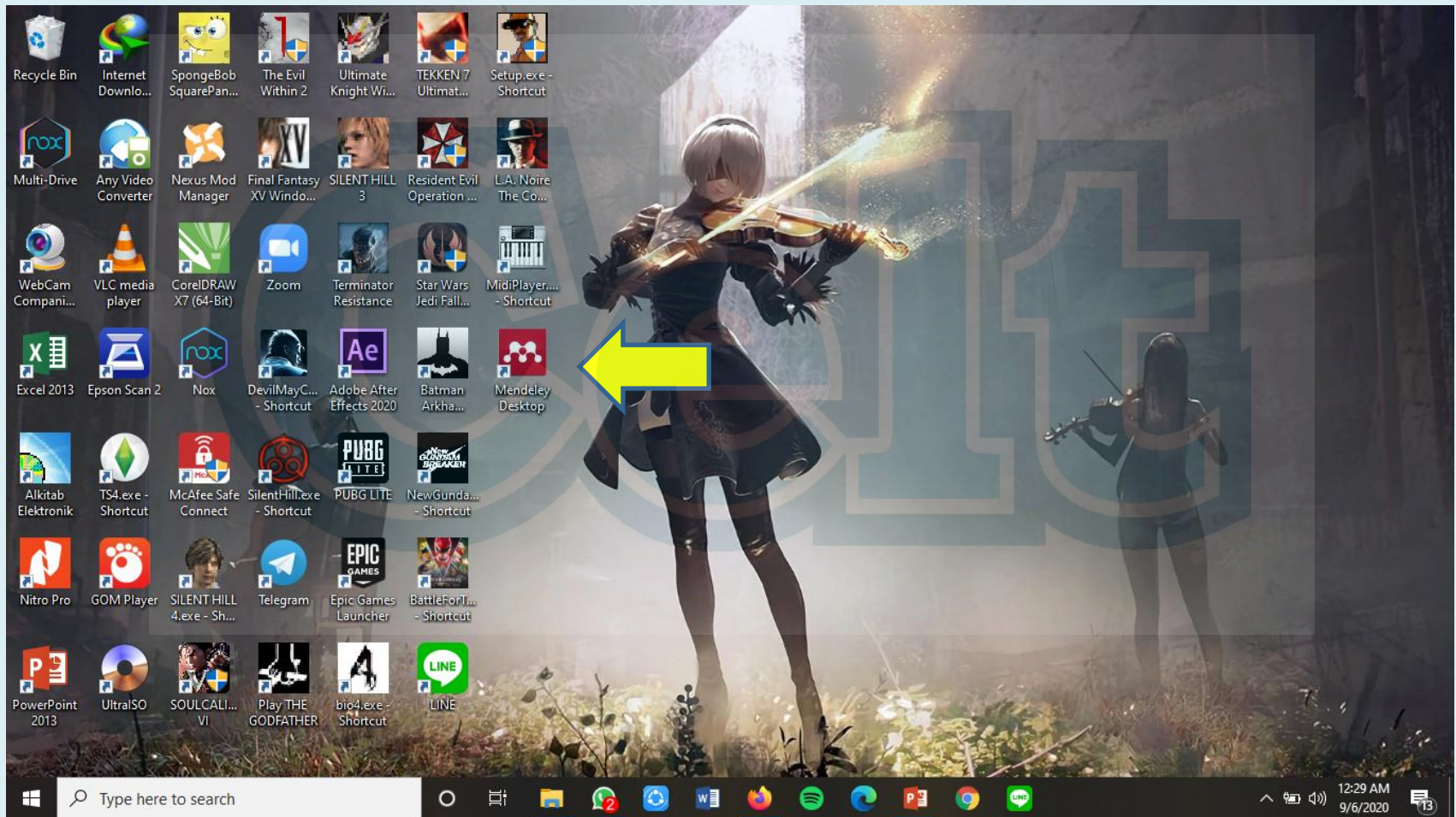
**MENDELEY PRINCIPLES**  
Our mission is to help you manage and share your research data as you choose. You may wish to keep private your account profile details and what you are currently researching or reading, or you may wish to share your research activities or comments with selected colleagues or the entire Mendeley community. You decide what to share and with whom.  
We recognize that protecting user privacy and confidentiality is essential to open inquiry. We are committed to respecting your privacy in your research. Please read this privacy policy carefully to understand our practices regarding your personal data and how we will treat it.

Below the scroll area, it says: 'If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install Mendeley Desktop.' At the bottom, it shows 'Nullsoft Install System v2.51' and buttons for '< Back', 'I Agree', and 'Cancel'.

# ---Next---Install---Process Install--Finish

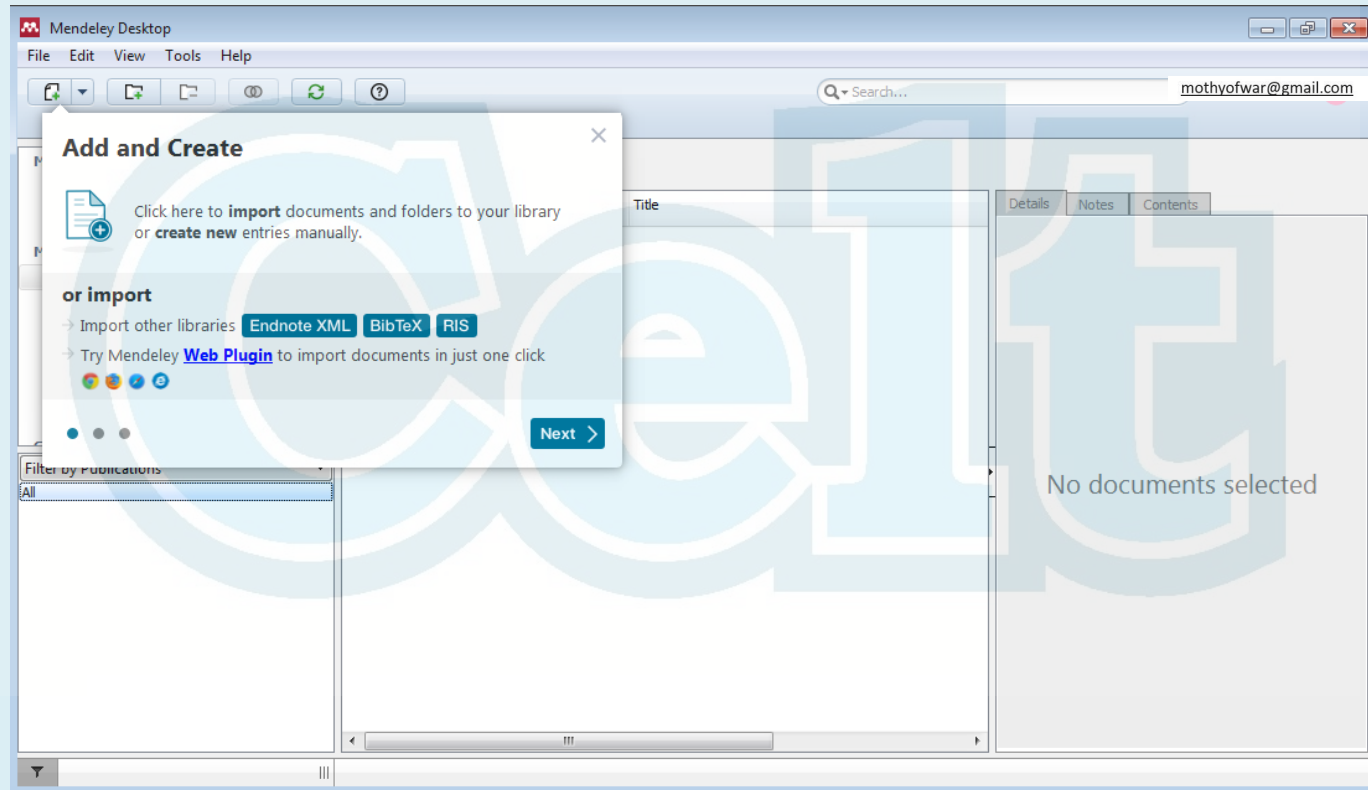


# Mendeley Desktop---Installed on laptop/computer desktop



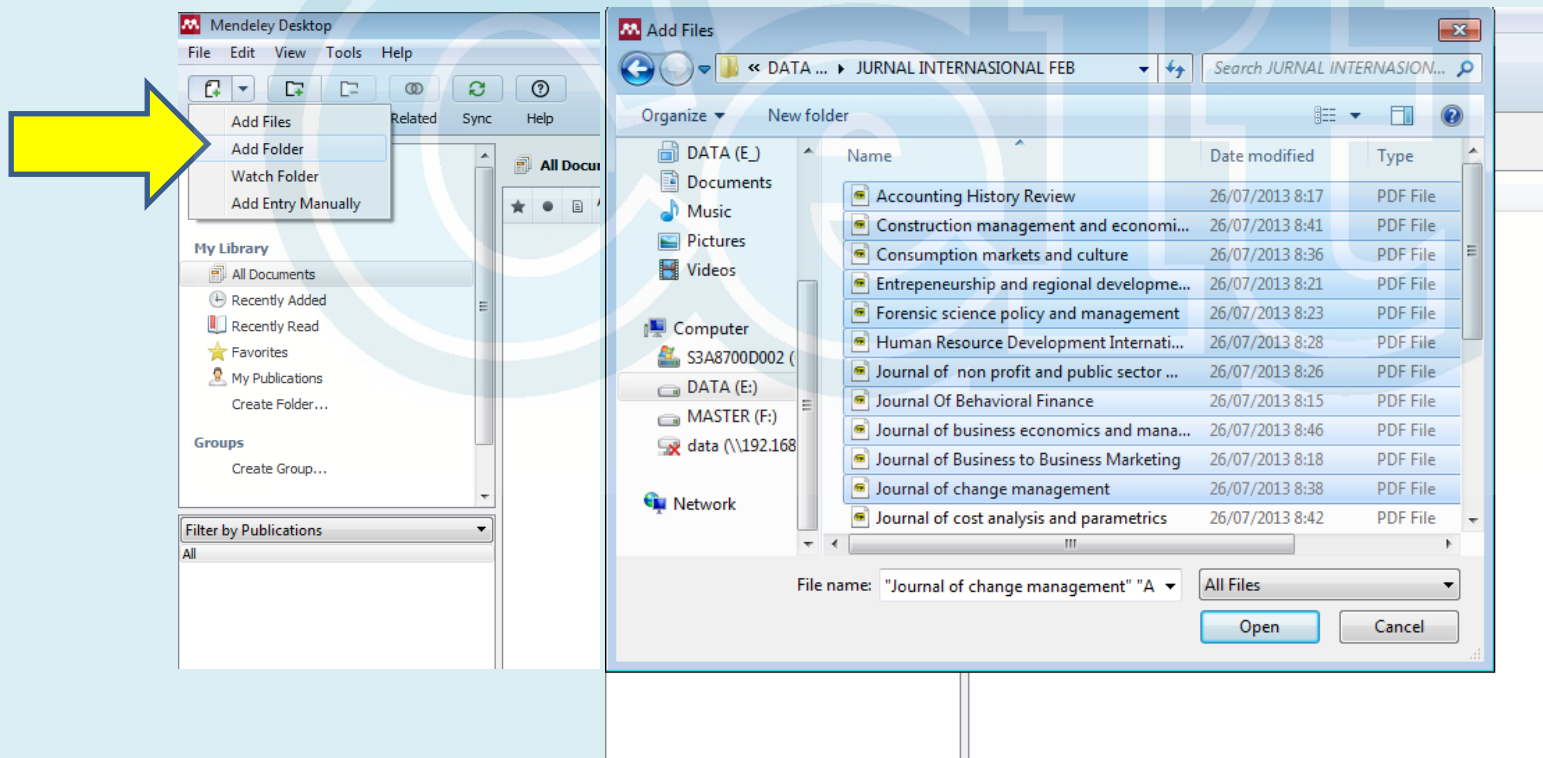
# III. IMPORT DOCUMENT

import documents from Endnote, BibTeX, RIS



# IV. Input Article to Mendeley Desktop

Select: Add File or Add Folder, Choose the article/Article's folder stored in your laptop/PC,



# Articles On Mendeley Desktop

The screenshot shows the Mendeley Desktop interface. The main window displays a list of articles under the 'All Documents' tab. A yellow arrow points to the 'All Documents' tab, with the text 'Articles uploaded to: All Documents' below it. The right-hand pane shows the details for the selected article, 'Do 70 Per Cent of All Organizational Change Initiatives Really Fail?', including its authors, journal information, and abstract.

Authors	Title	Year	Published In	Added
Hughes, Mark	Do 70 Per Cent of All Organizational Change Initiatives Really Fail?	2011	Journal of Change Management	12:11
Rodriguez, Michael; Honeycutt, Earl D.	Customer relationship management (crm)'s impact on b to b sales professionals' collaboration and sales performance	2011	Journal of Business-to-Busi...	12:10
Čater, Barbara; Žabkar, Vesna; Čater, Tomaž	Commitment in marketing research services: two alternative models	2011	Journal of Business Econo...	12:10
Bateman, Hazel; Islam, Towhidul; Louviere, Jordan; S...	Retirement investor risk tolerance in tranquil and crisis periods: Experimental survey evidence	2011	Journal of Behavioral Finance	12:10
Levine, Helisse; Zahradnik, Anne G.	Online Media, Market Orientation, and Financial Performance in Nonprofits	2012	Journal of Nonprofit and P...	12:10
Beusaert, Simon; Segers, Mien; Gijssels, Wim	The use of a personal development plan and the undertaking of learning activities, expertise-growth, flexibility and perfor...	2011	Human Resource Development Int...	12:10
Lucas, Douglas M.	Global Forensic Science Collaboration: Standards and Research	2011	Forensic Science Policy & Manage...	12:10
Jayawarna, Dilani; Jones, Oswald; Macpherson, Allan	New business creation and regional development: Enhancing resource acquisition in areas of social deprivation	2011	Entrepreneurship and Regional De...	12:10
Littlefield, Jon; Ozanne, Julie L.	Socialization into consumer culture: Hunters learning to be men	2011	Consumption Markets and Cul...	12:10
Pellegrino, Roberta; Ranieri, Luigi; Costantino, Nicola; Mu...	A real options-based model to supporting risk allocation in price cap regulation approach for public utilities	2011	Construction Management an...	12:10
Evans, Lisa	The turbulent world of Franz Göll. An ordinary Berliner writes the twentieth century	2011	Accounting History Review	12:10

**Details** | Notes | Contents

Type: Journal Article

**Do 70 Per Cent of All Organizational Change Initiatives Really Fail?**

Authors: M. Hughes

[View research catalog entry for this paper](#)

Journal: *Journal of Change Managem...*

Year: 2011

Volume: 11

Issue: 4

Pages: 451-464

**Abstract:**

A 70 per cent failure rate is frequently attributed to organizational-change initiatives, raising questions about the origins and supporting evidence for this very specific statistic. This article critically reviews five separate published instances identifying a 70 per cent organizational-change failure rate. In each instance, the review highlights the absence of valid and reliable empirical evidence in support of the espoused 70 per cent failure rate. Organizational-change research and scholarship now exists which enables us to question the belief in inherent organizational-change failure rates. Inherent failure rates are critically questioned in terms of the ambiguities of change, the context-dependent nature of change, co...

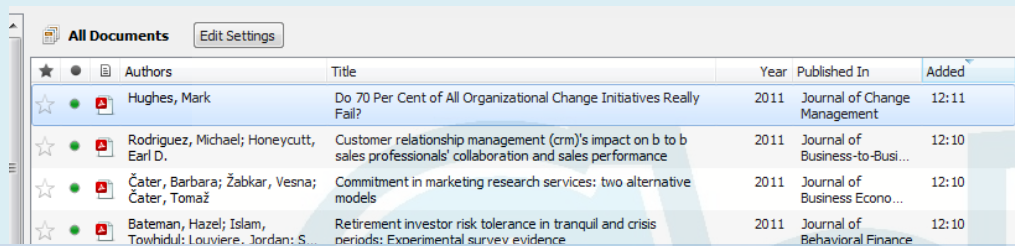


Articles uploaded to: All Documents



Article's Bibliography

# V. OPEN FULL-TEXT ARTIKEL



★	●	📄	🔍	📅	📅
★	●	📄	🔍	📅	📅
★	●	📄	🔍	2011	12:11
★	●	📄	🔍	2011	12:10
★	●	📄	🔍	2011	12:10
★	●	📄	🔍	2011	12:10

Select the article that will be accessed in full-text, click mouse: 2x (two times)



full-text article

*Journal of Change Management*  
Vol. 11, No. 4, 451–464, December 2011

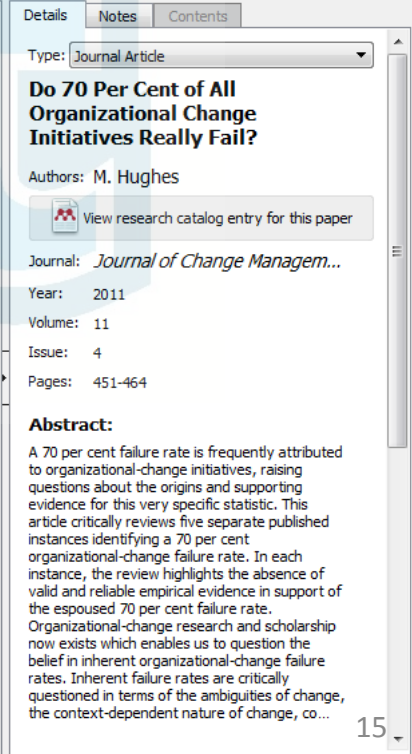


## Do 70 Per Cent of All Organizational Change Initiatives Really Fail?

MARK HUGHES

*University of Brighton, UK*

**ABSTRACT** A 70 per cent failure rate is frequently attributed to organizational-change initiatives, raising questions about the origins and supporting evidence for this very specific statistic. This article critically reviews five separate published instances identifying a 70 per cent organizational-change failure rate. In each instance, the review highlights the absence of valid and reliable empirical evidence in support of the espoused 70 per cent failure rate. Organizational-change




Details Notes Contents

Type: Journal Article

**Do 70 Per Cent of All Organizational Change Initiatives Really Fail?**

Authors: M. Hughes

 View research catalog entry for this paper

Journal: *Journal of Change Managem...*

Year: 2011

Volume: 11

Issue: 4

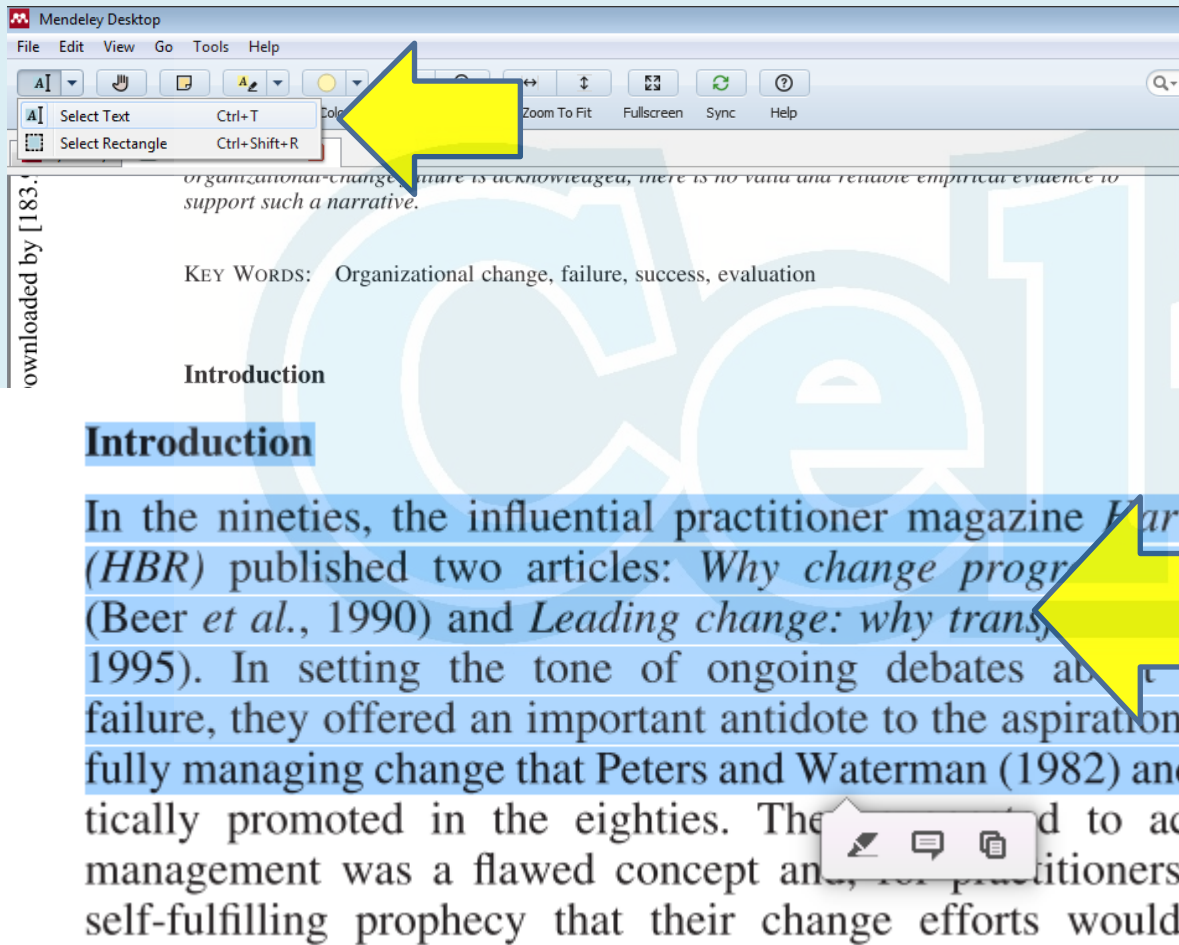
Pages: 451-464

**Abstract:**

A 70 per cent failure rate is frequently attributed to organizational-change initiatives, raising questions about the origins and supporting evidence for this very specific statistic. This article critically reviews five separate published instances identifying a 70 per cent organizational-change failure rate. In each instance, the review highlights the absence of valid and reliable empirical evidence in support of the espoused 70 per cent failure rate. Organizational-change research and scholarship now exists which enables us to question the belief in inherent organizational-change failure rates. Inherent failure rates are critically questioned in terms of the ambiguities of change, the context-dependent nature of change, co...

15

# VI. GIVING HIGHLIGHT AND NOTES TO ARTICLES



Choose: Select Text

Point the cursor on the text and then block the selected text



and Waterman (1982) a

. The  
pt an  
r change efforts woul



Select: to give highlight with colors to the letters



Select : to give notes/comments



Select: to copy

# Highlight and Note Display

## Introduction

In the nineties, the influential practitioner magazine *Harvard Business Review* (HBR) published two articles: *Why change programs don't produce change* (Beer *et al.*, 1990) and *Leading change: why transformation efforts fail* (Kotter, 1995). In setting the tone of ongoing debates about organizational-change failure, they offered an important antidote to the self-fulfilling prophecy that their change efforts would invariably fail. The

mothyofwar@gmail.com Just now

kalimat yang akan dikutip

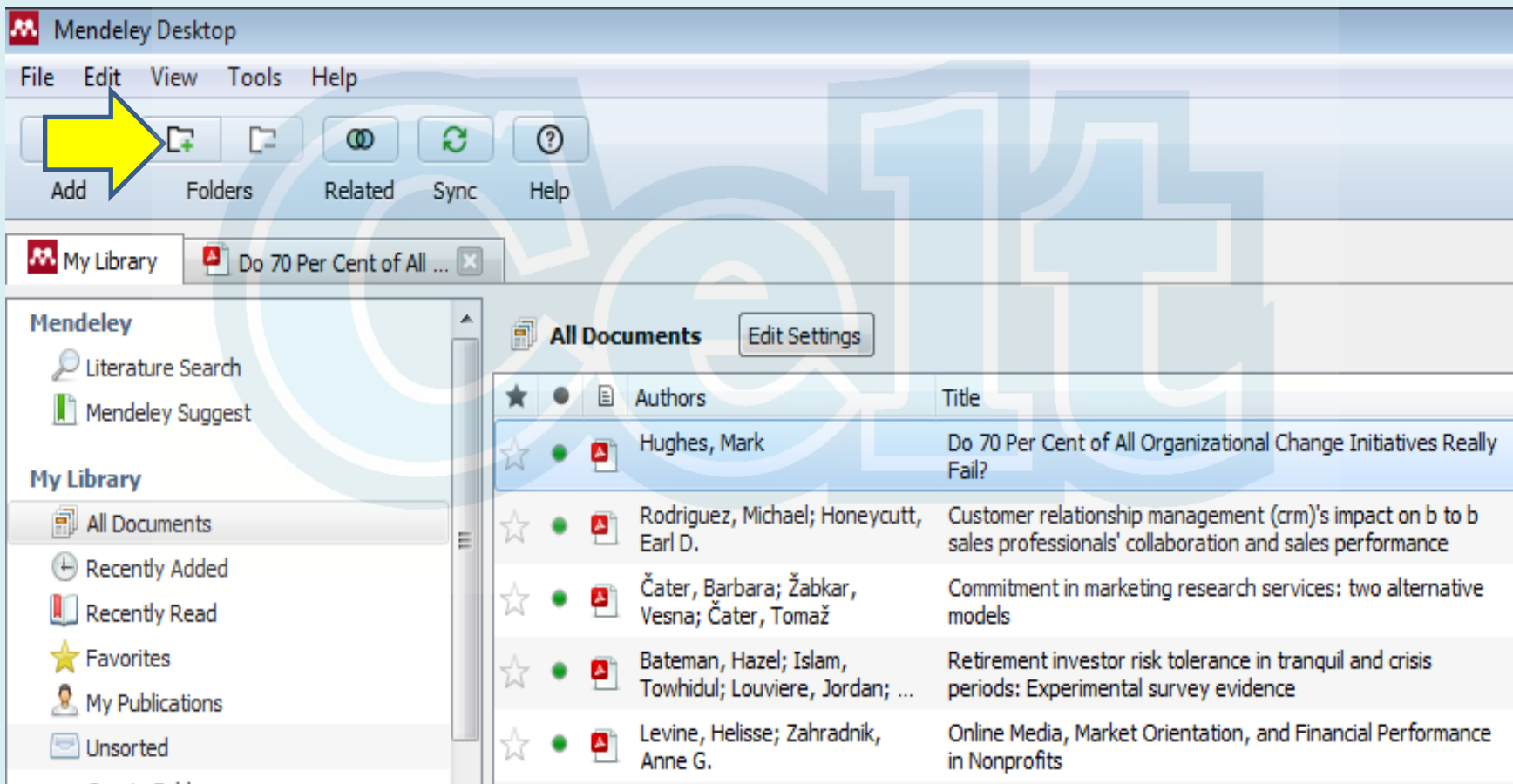
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*Correspondence Address:* Mark Hughes, Brighton Business School, University of Brighton, Mithras House, Lewes Road, Brighton, BN2 4AT, UK. Email: [m.a.hughes@brighton.ac.uk](mailto:m.a.hughes@brighton.ac.uk)

1469-7017 Print/1479-1811 Online/11/040451-14 © 2011 Taylor & Francis  
<http://dx.doi.org/10.1080/14697017.2011.630506>

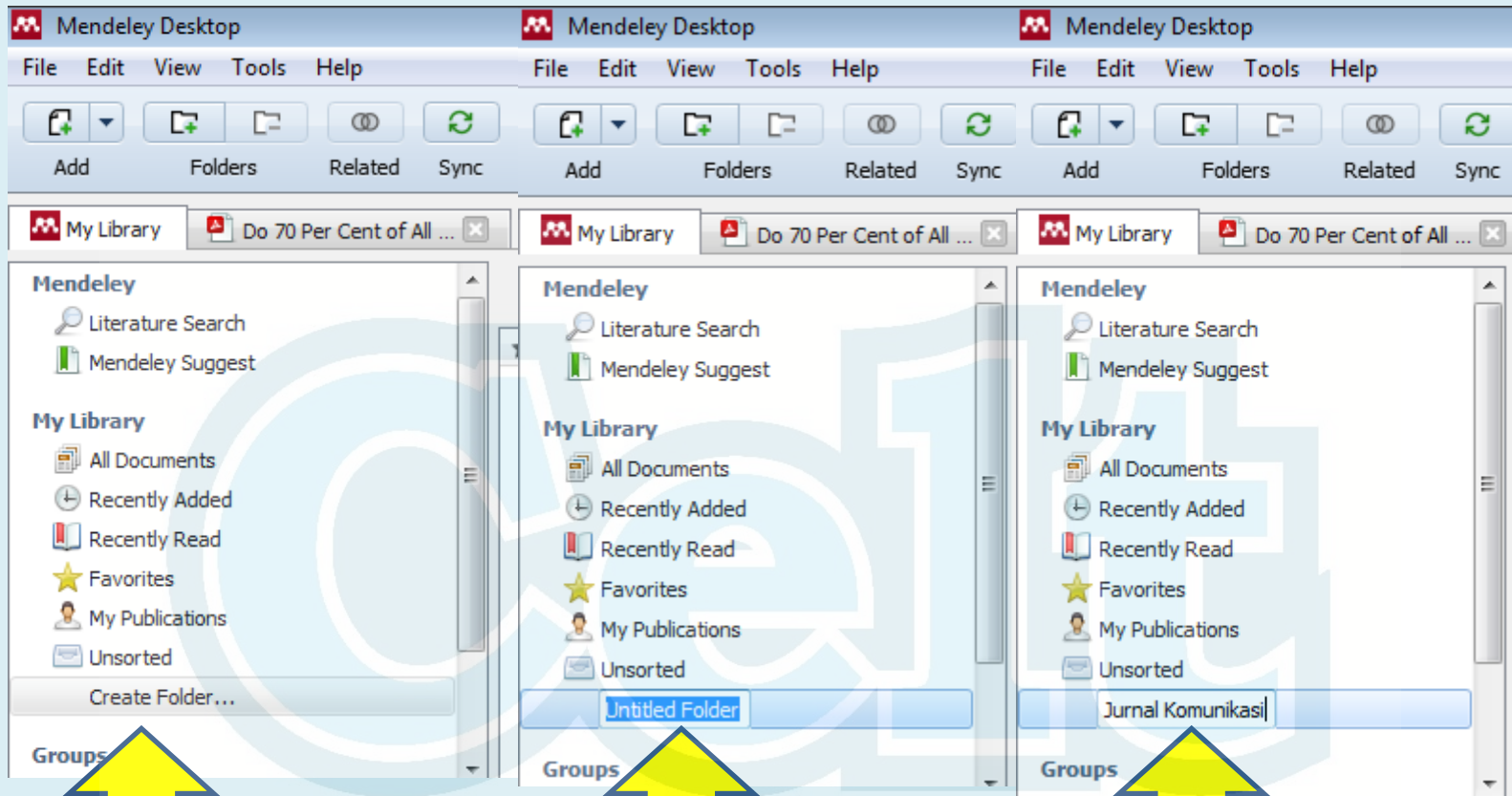
# VII. MAKE A FOLDER

- Select: Folder



The screenshot shows the Mendeley Desktop application window. The title bar reads 'Mendeley Desktop'. The menu bar includes 'File', 'Edit', 'View', 'Tools', and 'Help'. Below the menu bar is a toolbar with several icons: 'Add' (a green plus sign), 'Folders' (a folder icon), 'Related' (a circular arrow), 'Sync' (a circular arrow with a refresh symbol), and 'Help' (a question mark). A large yellow arrow points to the 'Add' button. Below the toolbar is a tab labeled 'My Library' with a document icon and the text 'Do 70 Per Cent of All ...'. The main interface is divided into two panes. The left pane, titled 'Mendeley', contains 'Literature Search' and 'Mendeley Suggest'. Below that is the 'My Library' section with a list of folders: 'All Documents', 'Recently Added', 'Recently Read', 'Favorites', 'My Publications', and 'Unsorted'. The right pane, titled 'All Documents', has an 'Edit Settings' button and a table of documents. The table has columns for 'Authors' and 'Title'. The first document is highlighted in blue.

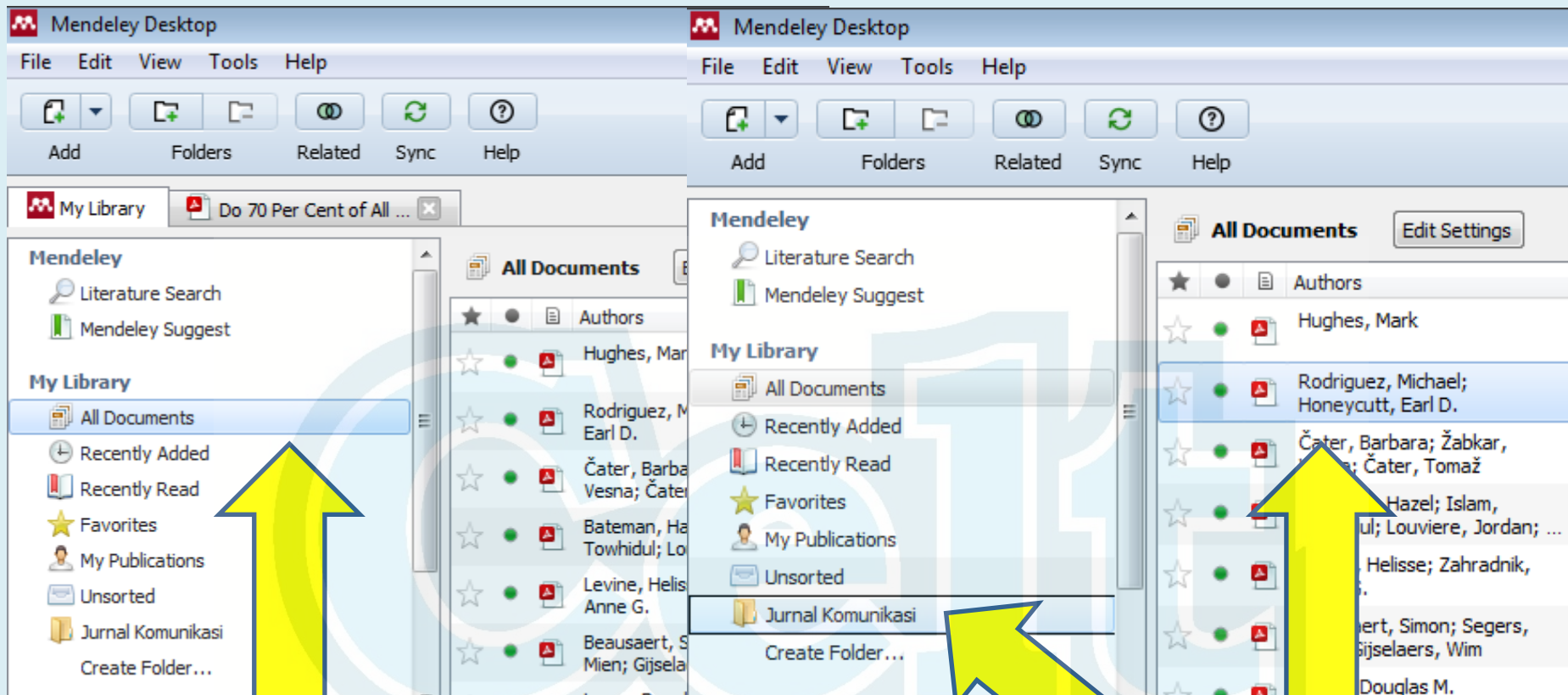
★	●	📄	Authors	Title
★	●	📄	Hughes, Mark	Do 70 Per Cent of All Organizational Change Initiatives Really Fail?
☆	●	📄	Rodriguez, Michael; Honeycutt, Earl D.	Customer relationship management (crm)'s impact on b to b sales professionals' collaboration and sales performance
☆	●	📄	Čater, Barbara; Žabkar, Vesna; Čater, Tomaž	Commitment in marketing research services: two alternative models
☆	●	📄	Bateman, Hazel; Islam, Towhidul; Louviere, Jordan; ...	Retirement investor risk tolerance in tranquil and crisis periods: Experimental survey evidence
☆	●	📄	Levine, Helisse; Zahradnik, Anne G.	Online Media, Market Orientation, and Financial Performance in Nonprofits



Select: create folder

Click mouse 2 x (two times)

Give name to the Folder



**Select : All documents**

**Select: Articles, click and drag over the folder name**

mothyofwar@gmail.com

Add Folders Related Sync Help

Mendeley

- Literature Search
- Mendeley Suggest

My Library

- All Documents
- Recently Added
- Recently Read
- Favorites
- My Publications
- Unsorted
- Jurnal Komunikasi**
- Create Folder...

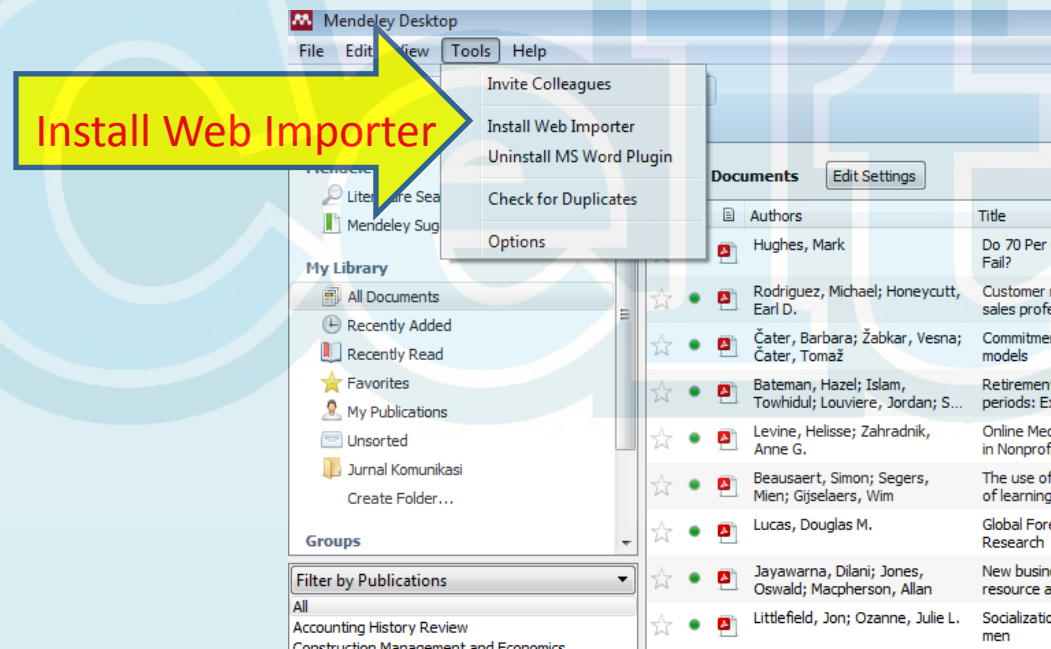
Jurnal Komunikasi Edit Settings

★ ● 📄	Authors	Title	Year	Published In	Added	Details	Notes	Contents
☆ ● 📄	Rodriguez, Michael; Honeycutt, Earl D.	Customer relationship management (crm)'s impact on b to b sales professionals' collaboration and sales performance	2011	Journal of Business-to-Bus...	12:10			

**the Article is moved to the folder**

# VIII. INSTALL MENDELEY WEB IMPORTER

Install Mendeley Web Importer must be done so that the process of downloading PDF files from the internet automatically goes to All documents on mendeley Desktop

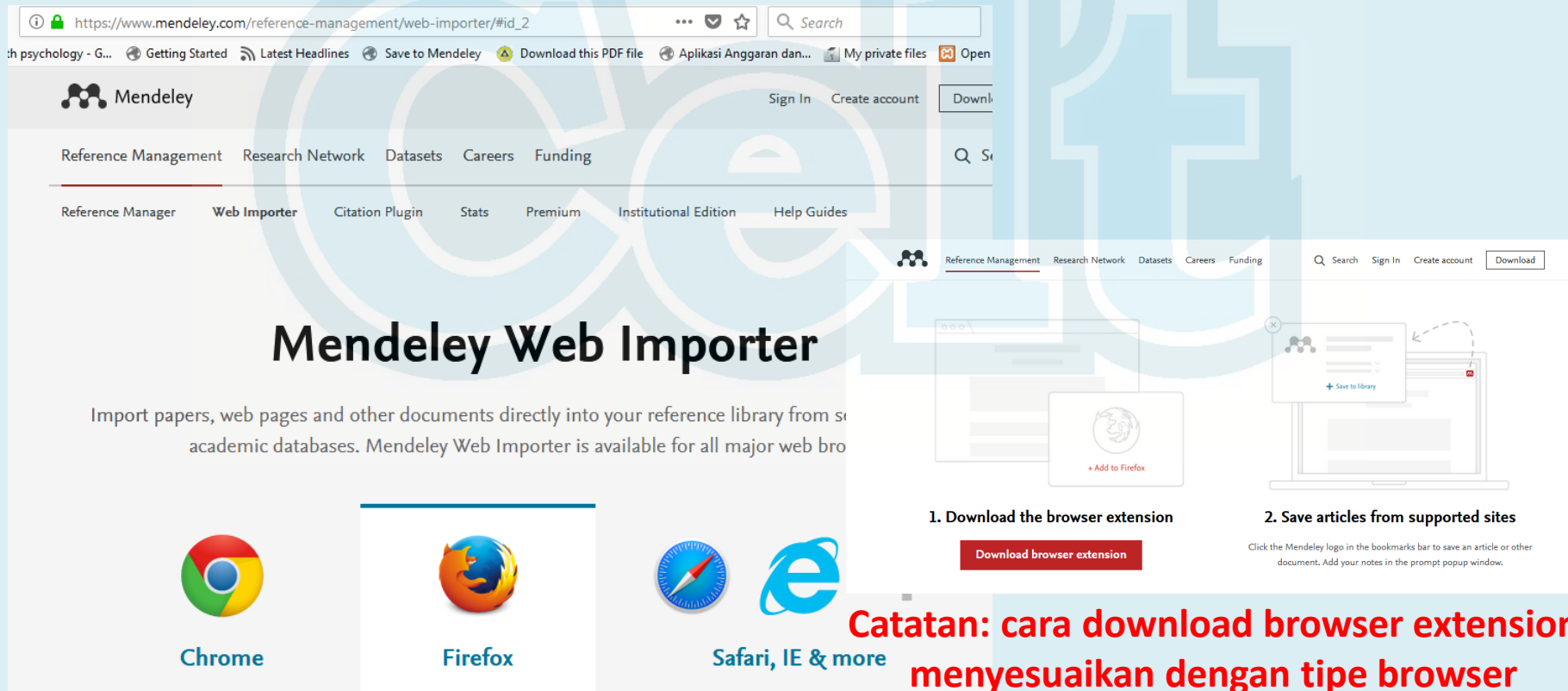


Or Select the website

[https://www.mendeley.com/reference-management/web-importer#id\\_2](https://www.mendeley.com/reference-management/web-importer#id_2)

# Selecting browser for Mendeley Web Importer

Select Firefox browser → scroll down → select download browser extension



The image shows a screenshot of the Mendeley Web Importer page. The browser address bar shows the URL: [https://www.mendeley.com/reference-management/web-importer/#id\\_2](https://www.mendeley.com/reference-management/web-importer/#id_2). The page title is "Mendeley Web Importer". Below the title, there is a description: "Import papers, web pages and other documents directly into your reference library from academic databases. Mendeley Web Importer is available for all major web browsers." Below this, there are four browser icons: Chrome, Firefox, Safari, and IE & more. To the right, there are two numbered steps: "1. Download the browser extension" with a "Download browser extension" button, and "2. Save articles from supported sites" with a "Save to library" button. A red note at the bottom right says: "Catatan: cara download browser extension menyesuaikan dengan tipe browser".

## Mendeley Web Importer

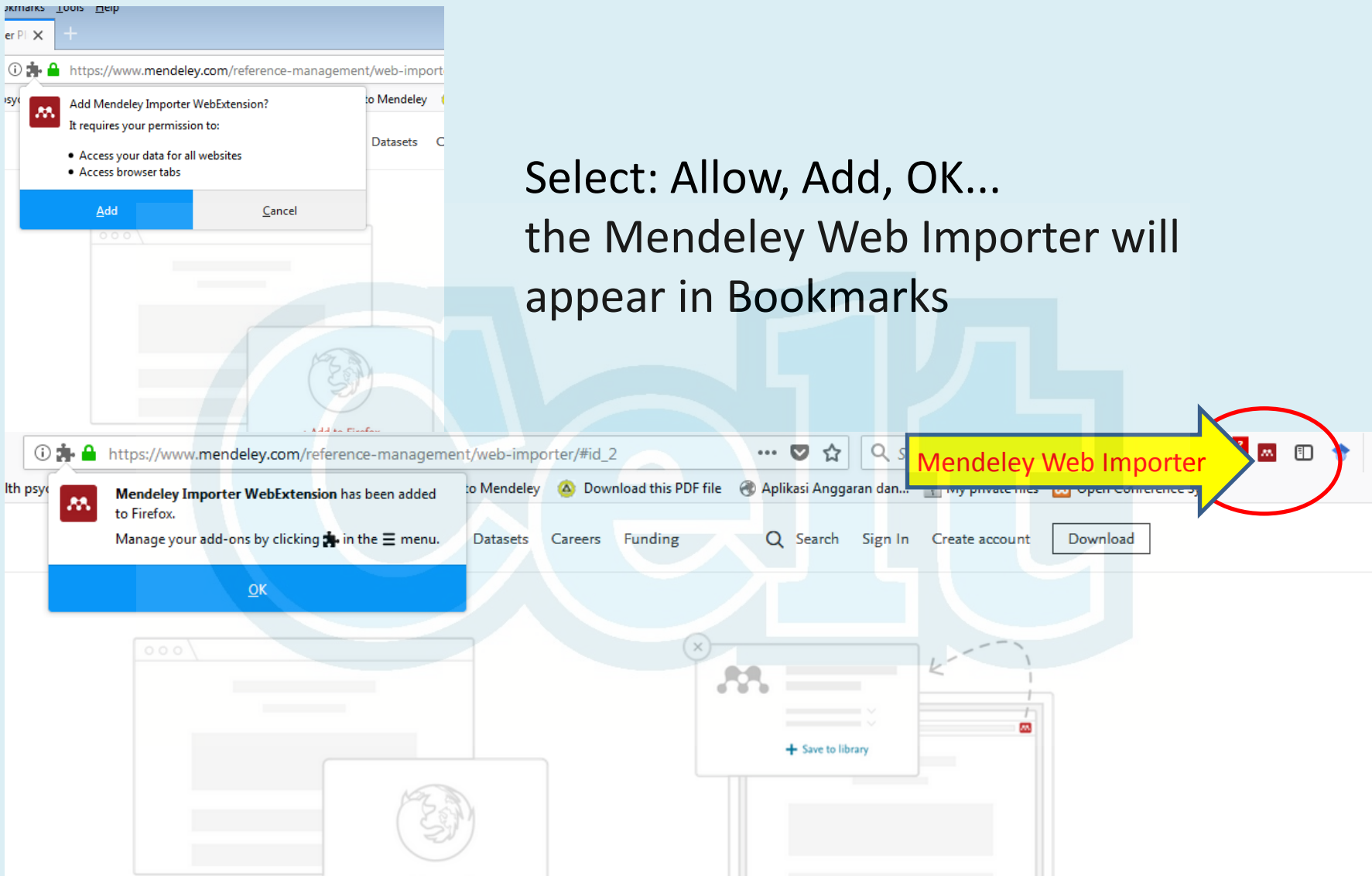
Import papers, web pages and other documents directly into your reference library from academic databases. Mendeley Web Importer is available for all major web browsers.

**1. Download the browser extension**  
Download browser extension

**2. Save articles from supported sites**  
Click the Mendeley logo in the bookmarks bar to save an article or other document. Add your notes in the prompt popup window.

**Catatan: cara download browser extension menyesuaikan dengan tipe browser**

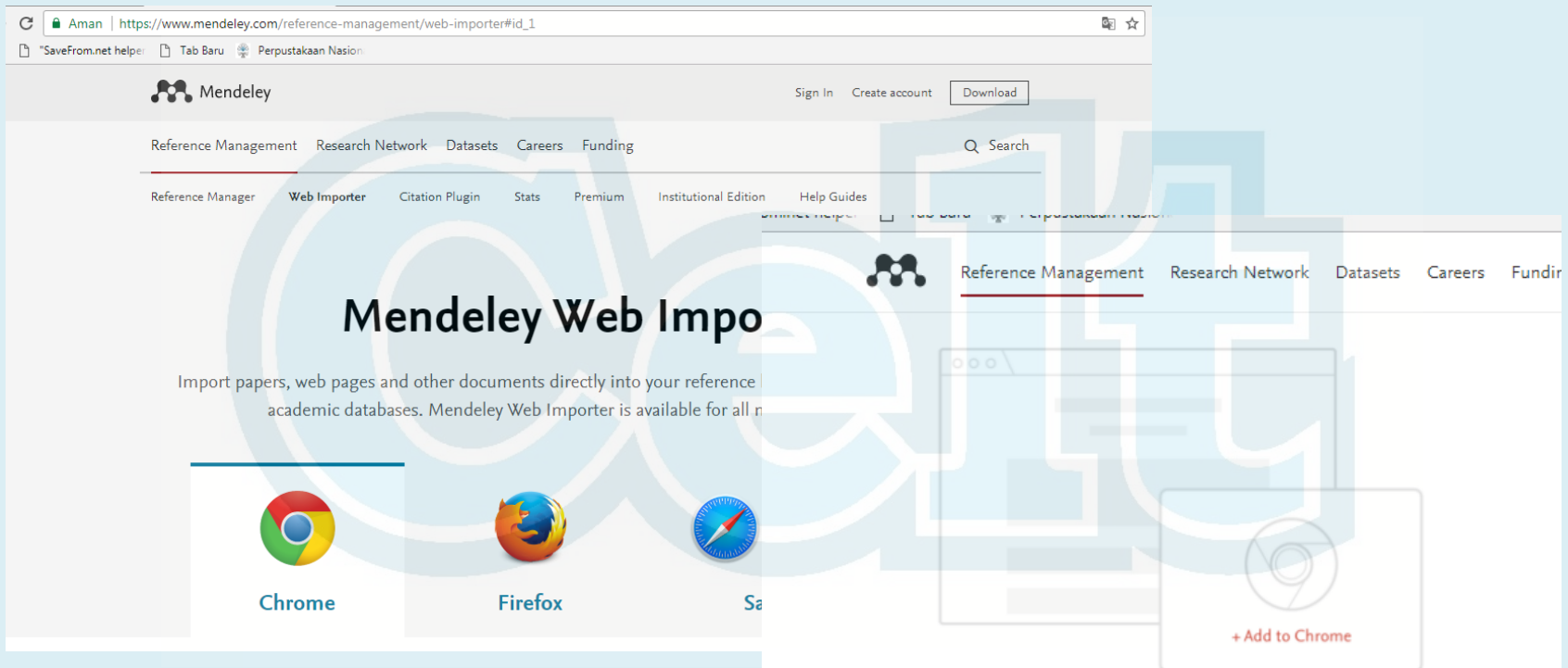




Select: Allow, Add, OK...  
the Mendeley Web Importer will  
appear in Bookmarks

Mendeley Web Importer

# Select Chrome browser-→ scroll down-→ select Install Chrome browser extension



1. Install the browser extension from  
the Chrome Web Store

[Install Chrome browser extension](#)

Click  
ar

# Select: Add to Chrome → add extension

The image illustrates the steps to add the Mendeley Importer extension to Chrome. It consists of three overlapping screenshots:

- Top Screenshot:** Shows the Chrome Web Store page for the 'Mendeley Importer' extension. A yellow arrow points to the '+ ADD TO CHROME' button.
- Middle Screenshot:** Shows a confirmation dialog box titled 'Tambahkan "Mendeley Importer"?'. It lists the application's features and provides 'Tambahkan ekstensi' (Add extension) and 'Batal' (Cancel) buttons. A yellow arrow points to the 'Tambahkan ekstensi' button.
- Bottom Screenshot:** Shows the extension's interface. A 'Web Library' window is open, displaying a list of references, including a journal article titled 'High Levels of 18F-FDG Uptake in Aortic Aneurysm Wall are Associated with High Wall Stress'. Other elements include a 'Download PDF' button and a 'Saving...' progress bar.

# Mendeley Web Importer automatically installed on Chrome bookmark

The screenshot shows the Chrome Web Store page for the Mendeley Importer extension. The page title is "Mendeley Importer" and it is offered by Mendeley. The page has a rating of 4.5 stars (833 reviews) and is categorized under "Productivity" with 790,794 users. A yellow arrow points to a notification bubble that appears when the extension is installed. The notification text is as follows:

Mendeley Importer telah ditambahkan ke Chrome.

Gunakan ekstensi ini dengan mengklik ikon ini.

Kelola ekstensi Anda dengan mengklik Ekstensi pada menu Alat.

Untuk mendapatkan ekstensi di semua komputer, masuk ke Chrome.

The "Related" section lists several other extensions:

Extension Name	Rating	Number of Reviews
Mendeley Importer (Unofficial)	★★★★☆	105
Google Scholar Button	★★★★★	1058
Mendeley	★★★★★	9
Zotero Connector	★★★★★	1693
Capture EndNote Reference	★★★★☆	119
Sci-hub Links	★★★★★	641
Multiple File Downloader	★★★★☆	100
Scopus Document Download Manager	★★★★☆	25
ReadCube Web Importer	★★★★☆	28
Drag image To Save	★★★★☆	60
Find DOI in sci-hub	★★★★★	215
Notepad - online	★★★★★	220

# IX. DOWNLOAD FILE WITH MENDELEY WEB IMPORTER

Select the Journal Article from the Internet you prefer, then open the PDF

The screenshot shows a web browser window with the URL [www.emeraldinsight.com/action/doSearch?text1=climate+change](http://www.emeraldinsight.com/action/doSearch?text1=climate+change). The search results list two articles. The first article is "Climate change perception and choice of adaptation strategies: Empirical evidence from smallholder farmers in Ethiopia" by Wondimagegn Tesfaye and Lemma Seifu, published in the International Journal of Climate Change Strategies and Management. The second article is "Characterization of European cities' climate shift – an exploratory study based on climate analogues" by Guillaume Rohat, Stéphane Goyette, and Johannes Flacke, also published in the International Journal of Climate Change Strategies and Management. The PDF viewer on the right displays the Emerald Insight logo, a QR code, and the article title "International Journal of Climate Change Strategies and Management". The article description is "Characterization of European cities' climate shift - an exploratory study based on climate analogues" by Guillaume Rohat, Stéphane Goyette, and Johannes Flacke. The article information section provides citation details: "To cite this document: Guillaume Rohat, Stéphane Goyette, Johannes Flacke, (2018) 'Characterization of European cities' climate shift – an exploratory study based on climate analogues', International Journal of Climate Change Strategies and Management, <https://doi.org/10.1108/IJCCSM-05-2017-0108>". It also includes a permanent link to the document and download statistics: "Downloaded on: 03 March 2018, At: 01:39 (PT)", "References: this document contains references to 53 other documents.", and "The fulltext of this document has been downloaded 94 times since 2018\*". The "Users who downloaded this article also downloaded:" section lists a related article: "Domestic water demand forecasting in the Yellow River basin under changing environment", International Journal of Climate Change Strategies and Management, Vol. 0 Iss 0 pp. 1-10, <https://doi.org/10.1108/IJCCSM-03-2017-0067>.

# Select Import to Mendeley—sign in (if not logged into Mendeley’s account)

www.emeraldinsight.com/doi/pdfplus/10.1108/IJCCSM-05-2017-0108

th psychology - G... Getting Started Latest Headlines Save to Mendeley Download this PDF file Aplikasi Anggaran dan... My private files Open Conference Import to Mendeley

1 of 26 Automatic Zoom

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**International Journal of Climate Change Strategies and Management**

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Guillaume Rohat, Stéphane Goyette, Johannes Flacke

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## International Journal of Climate Change Strategies and Management

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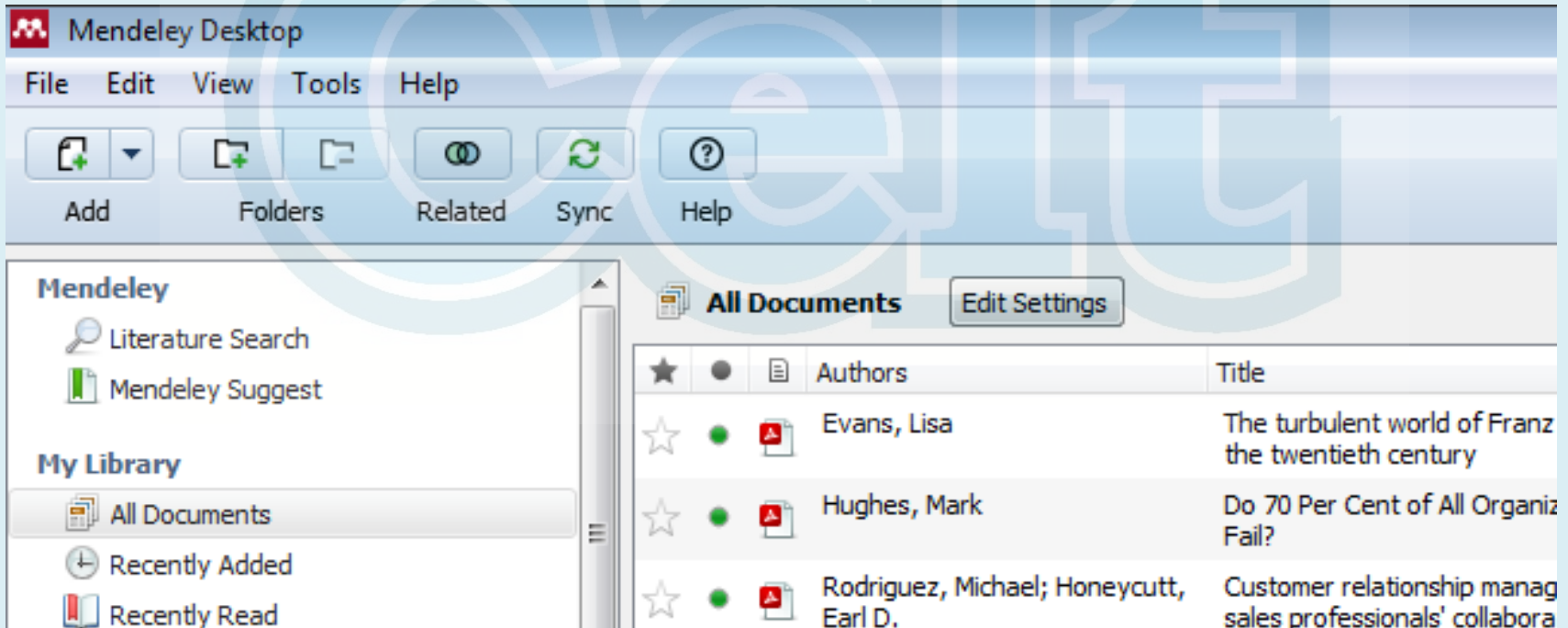
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The screenshot shows the Mendeley Desktop interface. A yellow arrow points to the 'Sync' button in the top toolbar. The main window displays a list of articles with the following columns: Authors, Title, Year, Published In, and Added. A second yellow arrow points to the 'Added' column of the last article in the list.

Authors	Title	Year	Published In	Added
Hughes, Mark	Do 70 Per Cent Fail?	2011	Accounting History Review	4:52
Rodriguez, Michael; Honeycutt, Earl D.	Customer relationship management (crm)'s impact on b to b collaboration and sales performance	2011	Journal of Business-to-Busi...	4:52
Čater, Barbara; Žabkar, Vesna; Čater, Tomaž	Commitment in marketing research services: two alternative models	2011	Journal of Business Econo...	4:52
Bateman, Hazel; Islam, Towhidul; Louviere, Jordan; S...	Retirement investor risk tolerance in tranquil and crisis periods: Experimental survey evidence	2011	Journal of Behavioral Finance	4:52
Levine, Helisse; Zahradnik, Anne G.	Online Media, M in Nonprofits	2011	Forensic Science Policy & Manage...	4:52
Beausaert, Simon; Segers, Mien; Gijsselaers, Wim	The use of a pe of learning acti	2011	Consumption Markets and Cul...	4:52
Lucas, Douglas M.	Global Forensic Research	2011	Construction Management an...	4:52
Jayawarna, Dilani; Jones, Oswald; Macpherson, Allan	New business c resource acqui	2011	Entrepreneurship and Regional De...	4:52
Littlefield, Jon; Ozanne, Julie L.	Socialization in men	2011	Journal of Nonprofit and P...	4:52
Pellegrino, Roberta; Ranieri, Luigi; Costantino, Nicola; Mu...	A real options- price cap regulat	2012	Journal of Nonprofit and P...	4:52
Evans, Lisa	The turbulent v the twentieth c	2011	Human Resource Development Int...	4:52
Čater, Barbara; Žabkar, Vesna; Čater, Tomaž	Commitment in marketing research services: two alternative models	2011	Journal of Business Econo...	4:52
Bateman, Hazel; Islam, Towhidul; Louviere, Jordan; S...	Retirement investor risk tolerance in tranquil and crisis periods: Experimental survey evidence	2011	Journal of Behavioral Finance	4:52
Rohat, Guillaume; Goyette, Stéphane; Flacke, Johannes	International Journal of Climate Change Strategies and Management Characterization of European cities' climate shi...			



Each time an activity is done (download, save, etc.), our laptop/desktop must be connected to the internet to allow synchronization of having updated works in the Mendeley Server



# X. INPUT BIBLIOGRAPHY SOURCES OF NON-ONLINE REFERENCE (PRINTED BOOKS/ARTICLES, AV, ETC.)

Not all reference sources (articles/books) come from online sources, for printed sources, AV etc., we must fill in the bibliography by type in the Mendeley, for example books: Title/Author/Publisher/place of publication/year of publication, Scientific articles: Article title/author/Journal title/volume/number/year of publication.

Select: Add Entry Manually, select the type of Referral and fill in the bibliography.

The image shows a screenshot of the Mendeley Desktop application interface. On the left, the 'File' menu is open, highlighting 'Add Entry Manually'. A yellow arrow points from this menu item to the text 'Add entry manually'. In the center, a list of bibliographic entries is visible, with a yellow arrow pointing from the text 'Fill in the bibliography' to the entry details. On the right, the 'New Document' dialog box is open, showing a dropdown menu for 'Type' set to 'Journal Article'. The dialog box contains fields for 'No Title', 'Authors: Authors', 'Journal:', 'Year:', 'Volume:', 'Issue:', 'Pages:', 'Abstract:', and 'Tags:'. At the bottom of the dialog box are 'Reset', 'Save', and 'Cancel' buttons. The background shows a list of entries with columns for 'Title', 'Author', and 'Year'.

Title	Author	Year
Do 70 Per Cent of All Organizational C...		
Customer relationship management (C...	Rodriguez, Michael; Honeycutt, Earl D.	
Commitment in marketing research services: two alternative models	Čater, Barbara; Žabkar, Vesna; Čater, Tomaž	2011
Retirement investor risk tolerance in tranquil and crisis periods: Experimental survey evidence	Bateman, Hazel; Islam, Towhidul; Louviere, Jordan; S...	2011
Online Media, Market Orientation, and Financial Performance in Nonprofits	Levine, Helisse; Zahradnik, Anne G.	2012
The use of a personal development plan and the undertaking of learning activities, expertise-growth, flexibility and perfor...	Beusaert, Simon; Segers, Mien; Gijsselaers, Wim	2011
Global Forensic Science Collaboration: Standards and Research	Lucas, Douglas M.	2011

# XI. Delete an Article

The screenshot shows the Mendeley Desktop application interface. The main window displays a list of articles under the 'All Documents' tab. A right-click context menu is open over the article 'Customer relationship management (crm)'s impact on b to b sales professionals' collaboration and sales performance'. The 'Delete Documents' option at the bottom of the menu is highlighted with a yellow arrow. The right sidebar shows the details for the selected article, including its title, authors (M. Rodriguez, E. Honeycutt), journal name, year, volume, issue, and pages.

Authors	Title	Year	Published In	Added
Hughes, Mark	Do 70 Per Cent of All Organizational Change Initiatives Really Fail?	2011	Journal of Change Manag...	12:11
Rodriguez, Michael; Honeycutt, Earl D.	Customer relationship management (crm)'s impact on b to b sales professionals' collaboration and sales performance	2011	Journal of Business-to-Bus...	12:10
Čater, Barbara; Žabkar, Vesna; Čater, Tomaž	Commitment models	2011	Journal of Business Econo...	12:10
Bateman, Hazel; Islam, Towhidul; Louviere, Jordan; ...	Retirement periods: Exp...	2011	Journal of Behavioral Fina...	12:10
Levine, Helisse; Zahradnik, Anne G.	Online Media in Nonprofit	2012	Journal of Nonprofit and P...	12:10
Beausaert, Simon; Segers, Mien; Gijssels, Wim	The use of of learning e	2011	Human Resource Development In...	12:10
Lucas, Douglas M.	Global Fore Research	2011	Forensic Science Policy & Manag...	12:10
Jayawarna, Dilani; Jones, Oswald; Macpherson, Allan	New busines resource ac	2011	Entrepreneurship and Regional D...	12:10
Littlefield, Jon; Ozanne, Julie L.	Socialization men	2011	Consumption Markets and Cul...	12:10
Pellegrino, Roberta; Ranieri, Luigi; Costantino, Nicola; Mu...	A real option price cap re	2011	Construction Management an...	12:10
Evans, Lisa	The turbule the twenty	2011	Accounting History Review	12:10

**Context Menu Options:** Update Details, Related Documents, Open File, Open File Externally, Open Containing Folder, Rename Document Files..., Merge Documents, Mark As, Copy As, Export... (Ctrl+E), Select All (Ctrl+A), Remove from Folder, Delete Documents.

**Article Details:**  
Type: Journal Article  
**Customer relationship management (crm)'s impact on b to b sales professionals' collaboration and sales performance**  
Authors: M. Rodriguez, E. Honeycutt  
View research catalog entry for this paper  
Journal: *Journal of Business-to-Business Marketing*  
Year: 2011  
Volume: 18  
Issue: 4  
Pages: 335-356  
**Abstract:**  
Purpose: Sales literature has traditionally considered technology adoption from acceptance and diffusion perspectives. This article examines the impact of customer relationship management

Select Article: Right mouse click,  
select delete documents

# XII. SEARCH FOR AN ARTICLE

Method I: Select Search: type in the title/subject/author

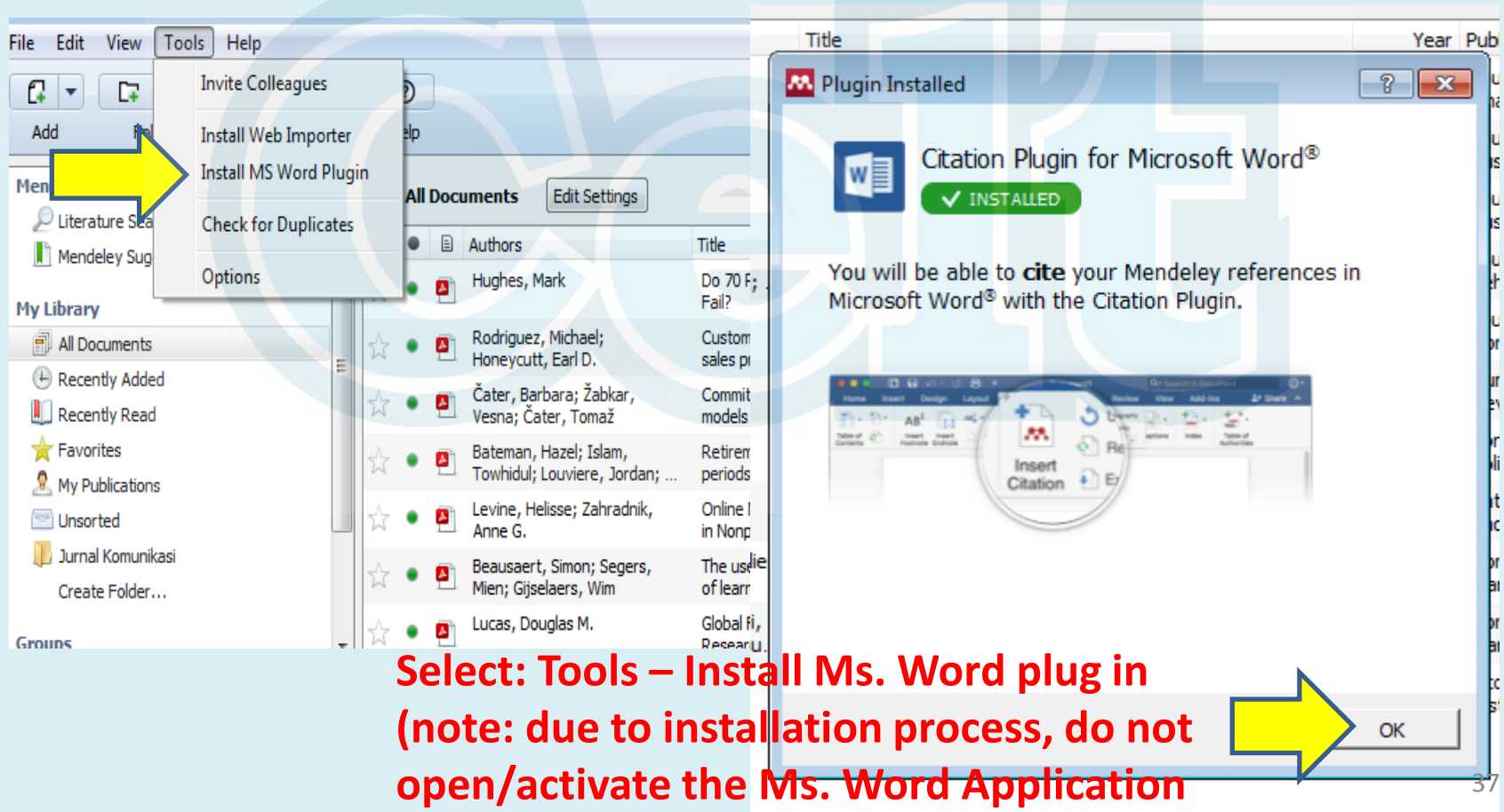
Method II: Select Filter: Publications/author keywords/Author/tags/My Publications

The screenshot shows the Mendeley desktop application. At the top, there is a search bar with a yellow arrow labeled "search" pointing to it. Below the search bar, there is a list of documents. On the left side, there is a filter dropdown menu with a yellow arrow labeled "Filter" pointing to it. The filter menu is open, showing options like "Filter by Publications", "Filter by Author Keywords", "Filter by Authors", "Filter by My Tags", and "Filter by Publications". The main area displays a list of documents with columns for Authors, Title, Year, Published In, and Added. The right side of the interface shows "No documents selected".

Authors	Title	Year	Published In	Added
Hughes, Mark	Do 70 Per Cent of All Organizational Change Initiatives Really Fail?	2011	Journal of Change Manag...	12:11
Rodriguez, Michael; Honeycutt, Earl D.	Customer relationship management (crm)'s impact on b to b sales professionals' collaboration and sales performance	2011	Journal of Business-to-Bus...	12:10
Čater, Barbara; Žabkar, Vesna; Čater, Tomaž	Commitment in marketing research services: two alternative models	2011	Journal of Business Econo...	12:10
Bateman, Hazel; Islam, Towhidul; Louviere, Jordan; ...	Retirement investor risk tolerance in tranquil and crisis periods: Experimental survey evidence	2011	Journal of Behavioral Fin...	12:10
Levine, Helisse; Zahradnik, Anne G.	Online Media, Market Orientation, and Financial Performance in Nonprofits	2012	Journal of Nonprofit and P...	12:10
Beausaert, Simon; Segers, Mien; Gijsselaers, Wim	The use of a personal development plan and the undertaking of learning activities, expertise-growth, flexibility and perfo...	2011	Human Resource Development In...	12:10
Lucas, Douglas M.	Global Forensic Science Collaboration: Standards and Research	2011	Forensic Science Policy & Manag...	12:10
Jayawarna, Dilani; Jones, Oswald; Macpherson, Allan	New business creation and regional development: Enhancing resource acquisition in areas of social deprivation	2011	Entrepreneurship and Regional D...	12:10
Littlefield, Jon; Ozanne, Julie L.	Socialization into consumer culture: Hunters learning to be men	2011	Consumption Markets and Cul...	12:10
Pellegrino, Roberta; Ranieri, Luigi; Costantino, Nicola; Mu...	A real options-based model to supporting risk allocation in price cap regulation approach for public utilities	2011	Construction Management an...	12:10
Evans, Lisa	The turbulent world of Franz Göll. An ordinary Berliner writes the twentieth century	2011	Accounting History Review	12:10

# XIII. INSTALL MS WORD PLUG IN

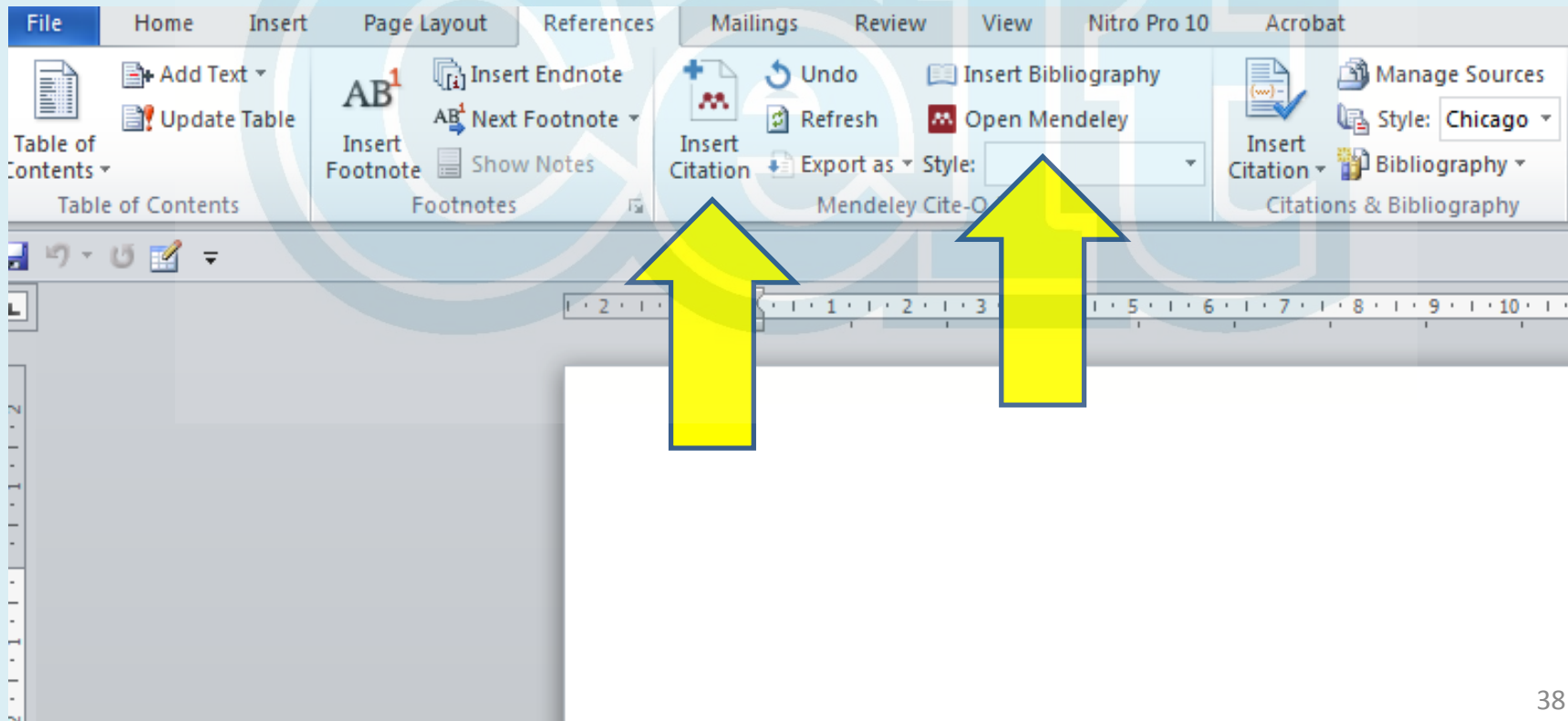
Install Ms Word Plug In must be done in order to connect Mendeley Desktop with Ms. Word in the process of creating citation sources and bibliography.



The image shows two overlapping screenshots from the Mendeley Desktop application. The left screenshot displays the 'Tools' menu, where 'Install MS Word Plugin' is highlighted with a yellow arrow. The right screenshot shows a 'Plugin Installed' dialog box with the text 'Citation Plugin for Microsoft Word®' and a green 'INSTALLED' button. Below the dialog box, there is a preview of the Microsoft Word ribbon with the 'Insert Citation' button circled. A yellow arrow points to the 'OK' button at the bottom right of the dialog box.

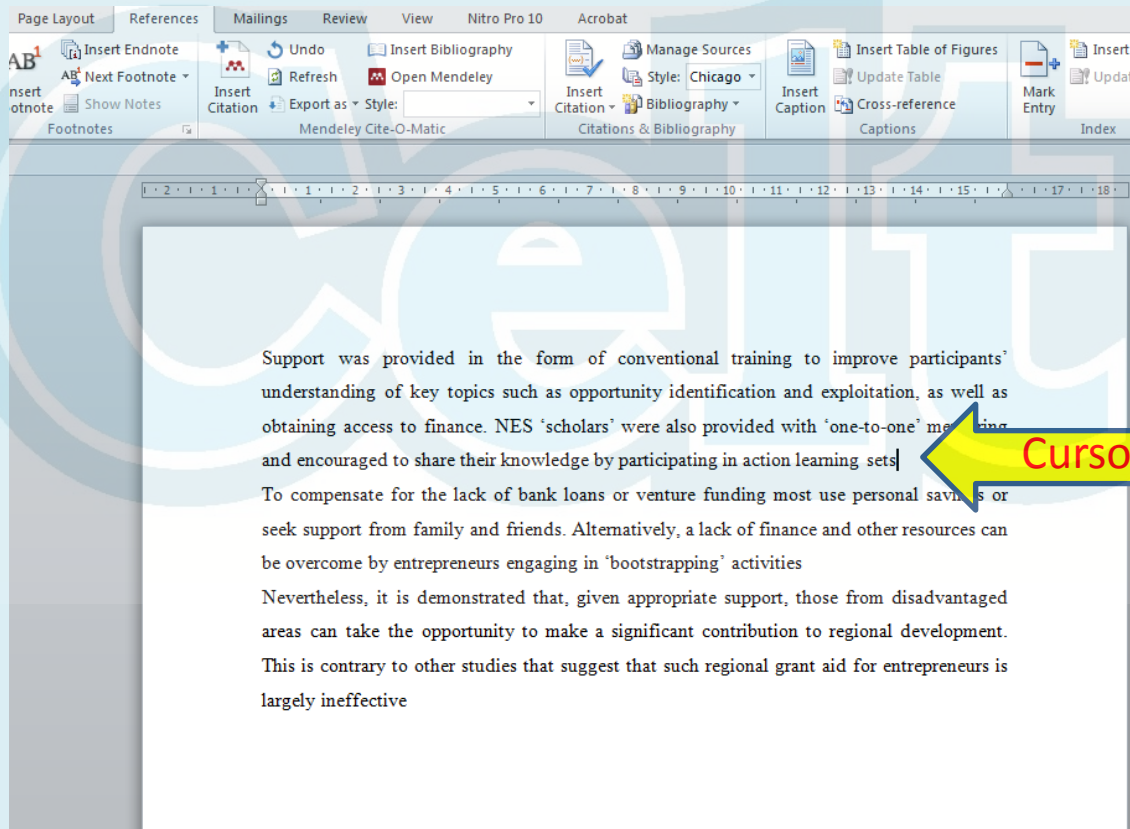
**Select: Tools – Install Ms. Word plug in (note: due to installation process, do not open/activate the Ms. Word Application)**

Open Ms. Word, Select Reference, **Insert Citation Mendeley, Insert Bibliography & Open Mendeley** will appear



# XIV. MAKING CITATION SOURCES

Point the cursor at the place where the citation source will be listed, it can be at the beginning or at the end of a sentence (depending on the bibliography style option selected)



# Select Bibliography style – Insert citation – Mendeley tool box – type title/author/subject or select Go to Mendeley--

The screenshot displays the Microsoft Word interface with the Mendeley tool box open. The tool box is a small dialog box with a search input field, a dropdown menu set to 'My Library', and buttons for 'Go To Mendeley', 'OK', and 'Cancel'. Three yellow arrows with red text labels point to specific elements: one points to the 'Insert Citation' button in the References ribbon, another points to the 'Style: Chicago' dropdown menu, and a third points to the 'Go To Mendeley' button in the tool box. The background text in the document is partially obscured by a large watermark.

**Insert Citation**

**Bibliography Style selection**

**Tool box**

Support was provided in the form of conventional training to improve participants' understanding of key topics such as opportunity identification and exploitation, as well as obtaining access to finance. NES 'scholars' were also provided with 'one-to-one' mentoring and encouraged to share their knowledge by participating in action learning sets. To compensate for the lack of bank loans or venture funding most seek support from family and friends. Alternatively, a lack of finance be overcome by entrepreneurs engaging in 'bootstrapping' activities. Nevertheless, it is demonstrated that, given appropriate support, those from disadvantaged areas can take the opportunity to make a significant contribution to regional development. This is contrary to other studies that suggest that such regional grant aid for entrepreneurs is largely ineffective.



# Select an article for citation sources – Select cite – citations sources will automatically appear in Ms. Word



★	●	📄	Authors	Title	Year	Published In	Added
★	●	📄	Hughes, Mark	Do 70 Per Cent of All Organizational Change Initiatives Really Fail?	2011	Journal of Change Management	12:11
★	●	📄	Rodriguez, Michael; Honeycutt, Earl D.	Customer relationship management (crm)'s impact on b to b sales professionals' collaboration and sales performance	2011	Journal of Business-to-Busi...	12:10
★	●	📄	Čater, Barbara; Žabkar, Vesna; Čater, Tomaž	Commitment in marketing research services: two alternative models	2011	Journal of Business Econo...	12:10
★	●	📄	Bateman, Hazel; Islam, Towhidul; Louviere, Jordan; S...	Retirement investor risk tolerance in tranquil and crisis periods: Experimental survey evidence	2011	Journal of Behavioral Finance	12:10
★	●	📄	Levine, Helisse; Zahradnik, Anne G.	Online Media, Market Orientation, and Financial Performance in Nonprofits	2012	Journal of Nonprofit and P...	12:10
★	●	📄	Beusaert, Simon; Segers, Mien; Gijssels, Wim	The use of a personal development plan and the undertaking of learning activities, expertise-growth, flexibility and perfor...	2011	Human Resource Development Int...	12:10

Support was provided in the form of conventional training to improve participants' understanding of key topics such as opportunity identification and exploitation, as well as obtaining access to finance. NES 'scholars' were also provided with 'one-to-one' mentoring and encouraged to share their knowledge by participating in action learning sets (Bateman, Islam, Louviere, Satchell, & Thorp, 2011)

To compensate for the lack of bank loans or venture funding most use personal savings or seek support from family and friends. Alternatively, a lack of finance and other resources can be overcome by entrepreneurs engaging in 'bootstrapping' activities

# XV. MAKING THE BIBLIOGRAPHY

After the citation sources are listed, select Insert Bibliography, then the bibliography will automatically appear



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**DAFTAR PUSTAKA**

Bateman, H., Islam, T., Louviere, J., Satchell, S., & Thorp, S. (2011). Retirement investor risk tolerance in tranquil and crisis periods: Experimental survey evidence. *Journal of Behavioral Finance*, 12(4), 201–218. <http://doi.org/10.1080/15427560.2011.620199>

Hughes, M. (2011). Do 70 Per Cent of All Organizational Change Initiatives Really Fail? *Journal of Change Management*, 11(4), 451–464. <http://doi.org/10.1080/14697017.2011.630506>

Levine, H., & Zahradnik, A. G. (2012). Online Media, Market Orientation, and Financial Performance in Nonprofits. *Journal of Nonprofit and Public Sector Marketing*, 24(1), 26–42. <http://doi.org/10.1080/10495142.2012.652908>

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