APA Style CENTRAL® FAQs

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General
How is APA Style CENTRAL® different from the Publication Manual (6th ed.) and other APA Style resources?
APA Style CENTRAL® is a web-based application offering integrated services and tools that facilitate learning and empower users to become better researchers, writers, and scholars. The application provides interactive and integrated educational tools to help students learn and apply APA Style® and features point-of-need quick guides and longer video tutorials. The application is geared for undergraduate and graduate students, but also includes tools for a more advanced and professional audience engaged in scholarly publishing. It also includes a library of learning objects, including quick guides, tutorials, sample materials (references, papers, tables, and figures), self-quizzes, and tests that can assist in the teaching of APA Style®.

Does APA Style CENTRAL® include all of the content in the Publication Manual (6th ed.) and the APA Style Guide to Electronic Resources?
APA Style CENTRAL® includes examples of most reference types included in the Publication Manual and the APA Style Guide to Electronic Resources. All of the other content from those resources is also included, although not sequentially or as an e-book.

Do I still need a copy of the Publication Manual if my institution licenses APA Style CENTRAL®?
Although all of the content from the Publication Manual is included in APA Style CENTRAL®, the two products serve different needs. APA Style CENTRAL® is designed for in-depth learning and to guide you through the research and writing process. If you find it useful to have a resource with an index to quickly look up a guideline or a reference type, the Publication Manual is still a good resource to have on hand.

How often will APA Style CENTRAL® be updated and how will I know if it has been updated?
The frequency of updates will be determined by feature and functionality updates. We will listen closely to user feedback to make those decisions.
We communicate updates through a variety of venues: via the APA website and our APA Databases and Electronic Resources blog, and in trainings and webinars.

**Where can I get answers to my questions about APA Style®?**
A great place to get answers to all of your Style questions is APA Style CENTRAL® itself because it provides assistance in context. Other options are the *Publication Manual* (6th ed.), the *APA Style Guide to Electronic References*, and the APA Style Blog.

**Learning Center**

**The self-quizzes aren’t graded. How do I know how I did?**
Self-quizzes were not designed to be graded. They are designed to help you gain mastery of the quiz topic. Self-quizzes provide immediate feedback on correct and incorrect answers; for incorrect answers, you are given another attempt to correctly answer the question.

The description with each self-quiz links to the quick guides and tutorials that you should review prior to taking the self-quiz.

**Where do the samples (papers, references, tables, and figures) come from?**
Samples come from previously published APA content, including APA journals, the *Publication Manual*, the APA Style Blog, and APA social media.

**Research Center**

**How do I find more references for my paper?**
The two dictionaries and 15 reference books in the APA Style CENTRAL® Research Center are a good place to start.

However, if you still need to find full-text articles for your paper or assignment, consider using the research databases available to you. A librarian can help you learn what’s available to you and show you how to find what you need.

**I have been using citation management software to collect and manage my references. Can I import them into APA Style CENTRAL®?**
You can import a .ris file, which can be created in all major reference management software products, such as ProQuest RefWorks, EndNote, Zotero, or Mendeley.

**What if there is not a form for my reference?**
There are currently more than 80 reference forms—many of which have variations—that allow a great deal of flexibility in how a reference is created.

If there is not a form, you can add the reference and citation to the paper once it has been exported.

**My professor says that the APA Style® rule in the APA Style CENTRAL® is wrong. What should I do?**
APA Style CENTRAL® is the official interpretation of APA Style®; however, different university or college programs may have their own variations that take precedence for their students. Talk to your professor to ensure that the issue isn’t a conflict between APA Style® and an institutional guideline. If your professor believes there is a conflict
between APA Style CENTRAL® and his or her reading of the *Publication Manual* (6th ed.), please contact us at support@apastylecentral.org, and we will respond directly.

**There’s an error in a PsycINFO citation. How do I report it?**

Please report any errors you find in a PsycINFO citation to psycinfo@apa.org. We do our best to ensure the quality of our citations, but errors can happen. We appreciate your help in identifying any errors that have occurred.

**How do I know if my citation is formatted correctly? Will APA Style CENTRAL® let me save and use incorrectly formatted references?**

The forms can ensure that parts of the reference are in the correct case, but ultimately, you have control.

If you use the formatting options in the forms, parts of the reference will have the correct case. Because there will always be exceptions (e.g., special instances of proper nouns like “iPhone” that the system doesn’t recognize), you have the ability to override the formatting.

As you complete forms, you can view messages about formatting. Once you complete the form, you can also see these messages when previewing the completed reference.

After creating a reference, you will see a “Reference Added” confirmation window. If you click the Formatting Notes button, you can select from three options to review the information about formatting. If you decide to make changes to your reference, you can then click the Edit This Reference button.

**Writing Center**

**Does APA Style CENTRAL® automatically correct my formatting mistakes?**

No. APA Style CENTRAL® was designed to guide you in appropriate application of APA Style. APA Style CENTRAL® can call attention to potential issues such as orphaned headings and references and table and figure matching. APA Style CENTRAL® will automatically format some APA Style components such as the title page and running
head. Items that are automatically formatted can be edited when you export the paper to a Microsoft® Word document.

**Can I write a paper without using one of the preformatted templates in the APA Style CENTRAL® Writing Center?**
One template, Basic Paper, has no predetermined sections.

**Can I override the paper template?**
The paper template makes suggestions, which you may choose to accept. It does not require you to adhere to these suggestions.

**I need to work on a paper with others. How does that work?**
There are collaboration tools within APA Style CENTRAL®. As the owner of a paper, you can assign sections (determined by heading level) to other APA Style CENTRAL® users (either at your institution or another subscribing institution) for collaboration.

No one else can work on that section while it is assigned, but other collaborators can read and comment on sections they do not control and, as the owner, you can revoke access to sections or papers at any time.

If you want to track changes made by collaborators, use the comments feature.

**Can I import a Microsoft® Word document into APA Style CENTRAL®?**
At this time, Microsoft® Word documents cannot be imported into APA Style CENTRAL®. However, text can be copied and pasted from a Word document into the APA Style CENTRAL® online editor.

Be aware that Microsoft® Word automatically adds some formatting behind the scenes, so there may be some formatting you need to correct in APA Style CENTRAL®.

**I see that I can export or email my paper. What format is it in when I do that?**
Emailed papers are Microsoft® Word .docx documents. When downloading, you have a choice between .docx and PDF files.

**Can papers be exported to older versions of Microsoft® Word or other word processing programs?**
APA Style CENTRAL® exports to the .docx format, which is the current standard and most flexible Microsoft® Word file type, and can be opened natively by Word 2007 and newer versions. Older versions of Word can also open .docx files, if the user has the Microsoft Office Compatibility Pack. More details about .docx files can be found at [http://pcsupport.about.com/od/fileextensions/f/docxfile.htm](http://pcsupport.about.com/od/fileextensions/f/docxfile.htm)

Most other word processing programs can open .docx files such as Apache OpenOffice, Apple Pages, and Google Docs.

**Can anyone else access my work?**
Only you can access your work.

You can collaborate with other authors in APA Style CENTRAL®. The owner of the paper, who sets up collaboration, has two choices. Reviewers can read the whole paper
and only leave comments. Collaborators can also read the whole paper and leave comments on it, and are able edit and write in their assigned sections, and add new sections.

My professor/school makes me run assignments through a plagiarism checker like Turnitin or SafeAssign. Can I do that through APA Style CENTRAL®? APA Style CENTRAL® does not incorporate any plagiarism detection.

A user can export their paper as a .docx file to run through a plagiarism checker.

**Publishing Center**

**How are the journal results in the Publishing Center ranked?**
When using Browse, the list is presented alphabetically. When using search, you can change the results to a “relevance” sorting, which is based on your search and an algorithm.

**Are any of the journals listed in the Publishing Center peer reviewed?**
Yes, all of the journals selected for inclusion in APA Style CENTRAL® are peer reviewed.

**Are any of the journals listed in the Publishing Center open access?**
Yes. The details page for any journal (which you can find by clicking the title or the + sign in the Advanced Search) has a line showing Journal Access. We show “by subscription,” “mixed model,” and “open access” types.

**Technical**

**What browsers are compatible with APA Style CENTRAL®?**
We recommend Firefox and Chrome for the best user experience. Safari for Mac OS is also supported. Internet Explorer is not recommended.

**Will a mobile app be available?**
Learning objects, such as quick guides and tutorials, are accessible on mobile devices. However, a mobile-friendly version is not currently slated for development.

**Can I use a non-English keyboard with APA Style CENTRAL®?**
The online editor and reference forms both accept non-English characters. Additionally, in the online editor, users have the ability to insert symbols.

I need to be able to access my papers 100% of the time. How do I know your site won’t go down and prevent me from being able to access my papers?
APA Style CENTRAL® has dedicated servers and backup servers to support its functions. In addition, because your work is stored in the cloud it is less likely to be affected by system failures or maintenance. You also have the option of downloading a Word or PDF version of your paper at any time, if you would like to keep a local backup.
How often is my work saved? Will I lose my work to a timeout or other system problem?
Not only can you save it, but your work is also automatically saved about every 45 seconds. In addition, it is automatically saved anytime you make certain kinds of changes, such as a heading change.

Will I need to have Internet access to work on my paper or can I work on it offline?
You cannot work offline in APA Style CENTRAL®, although you can download your paper to a Word document. To access and download, you would need Internet access.

If I have a problem, will I be able to get help? Will I get help in real time?
Please call the APA Databases & Electronic Resources help line at 800-374-2722 or (202) 336-5650 or e-mail us at support@apastylecentral.org.

Regular hours of operation are Monday–Friday, 9:00 a.m.–5:00 p.m. Eastern Time. Additional telephone support is available outside of regular hours. Please leave a message at 800-256-9216 or (202) 336-5650.

You may also want to refer to our handouts, presentations, webinar recordings, and tutorials.

Access & Accounts
How do I access APA Style CENTRAL®?
APA Style CENTRAL® is available exclusively to institutions. Check with your library to see if you have access.

At this time, individual subscriptions are not available.

Do I need to create an individual account to use APA Style CENTRAL®?
If your institution subscribes to APA Style CENTRAL®, you will be prompted to create a personal account, or log in to an existing account, when you add or save a reference, or work in the Writing Center. The materials in the Learning and Research Centers do not require you to have or log into your personal account.

If you already have an account for My APA, our membership portal, or My PsycNET, the personal account feature on APA PsycNET, you can use it with APA Style CENTRAL®.

I am having trouble creating/accessing my APA Style CENTRAL® personal account with my Google login.
You must be IP authenticated (i.e. on campus) when first using your Google credentials to establish an APA Style CENTRAL® account.

Accessing APA Style CENTRAL® through a proxy login (i.e. off campus), you cannot access your account using the Google icon on the login page but must manually enter your Gmail address and password. (Note: You must use the password associated with your Google login when you first set up access to APA Style CENTRAL®. Google does not update APA Style CENTRAL® with Google account password changes.)
If I change schools or graduate, will I still be able to access my papers?

If you transfer or graduate, you can still log in with your existing account information, and all of your work will still be there. If your new school does not have a subscription to APA Style CENTRAL®, or if you have graduated, you will only be able to access and download your work.

How long you have access to your account depends on a few factors: your institution’s continued access and how long it’s been since you used your account.

You’ll have 4 years from the last time you logged in, or 2 years after leaving a subscribing institution to access and download your papers, references, and other content saved in your account.