CiteGeist Word Add-In

What this app is

CiteGeist Word Add-In (the helper app) installs the CiteGeist **Add-In** in Microsoft Word on a Mac, for when the Microsoft Store isn't available. The Add-In is the part of CiteGeist that works inside Word, managing the citations in your documents. It is the same Add-In the Store provides, connected to the same CiteGeist website. The helper app can also check your Mac first, and remove the Add-In again later.

Getting the helper app onto your Mac

1. If you received it as a **.zip** file, double-click the zip to unpack it.
2. Put the helper app anywhere you like - the Desktop, Downloads, Applications. There is nothing to install.
3. Double-click the helper app to open it.

> **The first time on each Mac,** macOS may refuse to open the helper app because it comes from an "unidentified developer". To allow it (once):
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> 1. Try to open the helper app (it gets blocked).
> 2. Open Apple menu > **System Settings** > **Privacy & Security**.
> 3. Scroll down to **Security** and click **Open Anyway** for the helper app. (This button only appears for a short while after the blocked attempt.)
> 4. Enter your Mac password if asked, then click **Open**.
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> After that, the helper app opens normally.

> macOS may also ask whether the helper app **"would like to access data from other apps"**. Click **Allow** - the helper app needs to look in Word's add-in folder to see whether the Add-In is installed. This question may appear each time the helper app opens.

Before you start

- Microsoft Word is installed.
- Word has been opened at least once on this Mac.
- Your Mac is connected to the internet.

The window

The status light and message (under the logo) show where things stand. The light is yellow until you click Check System, and while a task runs ("Checking system…", "Installing…", "Uninstalling…"). After each task it turns green or red, with a short message. Click the light or its message for more detail. A copy of the Add-In from the Microsoft Store can't be detected automatically - you check that yourself in Word when asked.

Check System - the only button available when the helper app opens. Checks your Mac; nothing is changed. Green, "System ready - add-in can be installed", turns on Install. Red, "Cannot install - see User Guide", means something needs fixing first: click **Report** in the message that appears, fix the items marked [FAIL] (see "If Check System is red" below), then click Check System again.

Install - available once Check System is green. First, a message asks you to remove any copy of the Add-In from the Microsoft Store, with the steps to do it in Word. Click **Continue** once that is done (or if there is no Store copy). Next, a message says that Word will be closed - save any open documents first - and what must be true before installing; click **Continue**. Word is then closed, and any earlier copy of the Add-In is replaced with a fresh one. If the light turns red ("Install error - contact support."), you can simply try Install again.

Uninstall - available once Check System is green and an Add-In installed by the helper app is found. After a message explaining what will happen, Word is closed and the Add-In is removed. The helper app never removes a copy from the Microsoft Store; you do that yourself in Word (the steps are in the message shown when you click Install).

After each task, a short message appears with **OK** and two small links: **Report** shows the full details as plain text, which you can select and copy - send it to Support if something went wrong; **User guide** opens this guide.

CiteGeist main website help (the link at the bottom of the window) opens the Word help on the CiteGeist website.

To close the helper app, click the red button at the top left of its window.

Starting the Add-In in Word

1. Open Word and open a document.
2. **Each time Word starts,** turn the Add-In on once: **Home** > **Add-ins** > **Developer Add-ins** > **CiteGeist**.
3. From then on, until you quit Word, open the Add-In with the **CiteGeist** button on the **References** tab - also in new documents.
4. Sign in to CiteGeist in the Add-In as usual.

If Check System is red

Click **Report** in the message and look for lines starting with [FAIL]. The most common ones:

- **Microsoft Word not found** - install Word first.

- **Word has never been opened here** - open Word, quit it again, then click Check System again.
- **Cannot reach** (servers) - check the internet connection, or ask IT whether the network blocks it.
- **Word add-ins are switched off by IT policy** - ask your IT department to deploy the Add-In for you.

Anything else: send the Report text to Support (see "Help and support" below).

If the Add-In disappears later

Clearing Office's cache, or some Office updates, can remove it. Just open the helper app and click **Install** again.

Moving to the Microsoft Store or IT version later

First click **Uninstall** in the helper app. Then install the Add-In from the Store, or let your IT department deploy it.

Logs

Each task is saved in `~/Library/Logs/CiteGeist/` (replaced each time). If something goes wrong, send that file - or the copied report - to Support.

Removing the helper app

Drag it to the Trash. Only its log files remain, in the folder above. Removing the helper app doesn't remove the Add-In from Word - click **Uninstall** first if you want that too.

Help and support

- Help with the Add-In in Word, on the CiteGeist website: citegeist.io/writingstack/#word (also the link at the bottom of the helper app's window).
- You can contact Support by email at support@citegeist.io. If something went wrong, include the Report text or the log file.