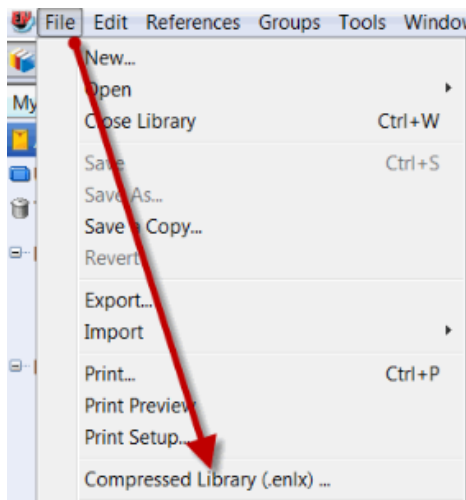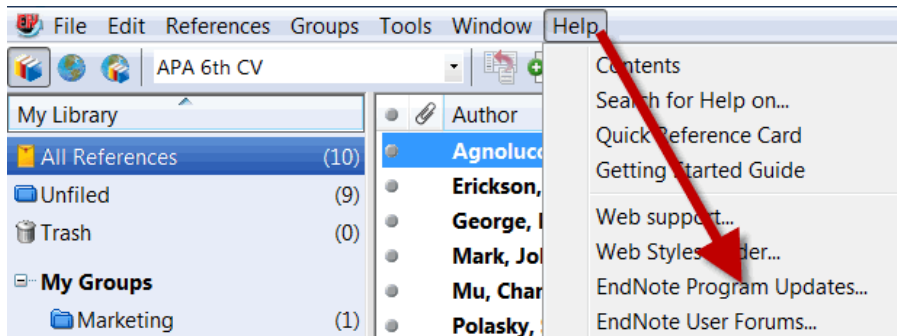# EndNote sync problems

If you are going to synchronize your EndNote desktop library with your EndNote online account, it is highly recommended that you back up your existing EndNote library in case you encounter any problems during the sync process.

To create a backup EndNote library, in EndNote 7, go to File>Compressed Library (.enxl) ...

If your EndNote X7 desk top library is not synchronizing with your EndNote Online library, please download the EndNote Program Updates under Help from your EndNote Library tool bar.

Changing Passwords

Note: if you change your EndNote Online password at any stage, you must go to EndNote - Edit - Preferences - Sync and update with your new password.