

# FAQS

## FREQUENTLY ASKED QUESTIONS ABOUT THOMSON REUTERS PROVIEW™

### **Is a ProView™ eBook identical in content to the print version?**

Yes, an eBook on ProView™ contains the same content as the print version.

*So why choose a ProView eBook over a printed version if the content is identical?*

The ProView™ eBook version allows you to add your own notes and highlights to the text – just like you would to a print version. But unlike the print version, a ProView™ eBook transfers all your notes and highlights to every new edition for you, saving you hours of time and effort.

### **Will I need to be connected to the internet to access and view my eBooks?**

No. You can access your eBooks and all of your personalized notes offline at any time. However, you will need an internet connection to:

- Register ProView with your OnePass account
- Download the ProView app to your tablet or PC
- Download and receive newly purchased titles
- Sync your notes and annotations
- Access any embedded links to research sites such as Westlaw NZ

### **On which mobile devices can I access my eBooks?**

ProView is currently available on the iPad 1, 2, and 3 using iOS 5.0 or later, as well as on Android tablets Version 3.2 or later.

### **Can I share my eBooks with others?**

While you can read and share your eBooks on a number of devices, each eBook purchased can only be linked to a single OnePass account. This ensures your personal notes and annotations are secure.

### **I want multiple copies of an eBook for my clients/members/colleagues; is that possible?**

Yes you may purchase multiple copies for others. Please

contact your Account Manager or our Customer Care Team

with the details of each user needing an eBook and we will email each of them separately with their unique registration key and setup instructions. Alternatively, we can email you a list of ProView registration keys to distribute to users yourself.

### **I no longer want/require my eBook. Can I pass it on to another user?**

If you or your firm would like to pass your eBook over to another OnePass user, contact our Customer Care Team to see what options are available to you.

### **Can I see a demonstration/sample before I commit to purchase?**

Of course. Contact your sales representative directly or contact our Customer Care Team to schedule a demonstration, or download one of our free samples from [thomsonreuters.co.nz/proview](http://thomsonreuters.co.nz/proview).

### **What is OnePass, and why do I need it?**

A OnePass account is a username and password that provides better security and can be used across multiple Thomson Reuters websites and applications – including Thomson Reuters ProView™. When you create your OnePass account, or enter your existing username and password, you will be prompted to enter a Registration Key. A one-time Registration Key will be issued when your first eBook is purchased; without it you will not be able to access ProView. (If you are a Westlaw subscriber, you will already have an active OnePass account).

### **I've pre-ordered my eBook. What now?**

As soon as the title publishes we will email you your unique registration key.

### **More questions?**

Contact our Customer Care Team on 0800 10 60 60 or [service@thomsonreuters.co.nz](mailto:service@thomsonreuters.co.nz)