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Frequently Asked Questions

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THOMSON REUTERS™

FREQUENTLY ASKED QUESTIONS

ORDERING eBOOKS

Can I see a demonstration or try out the product before committing to it?

Yes! For a product demo or to download free eBooks samples, contact your representative directly or call a ProView Specialist at 1-888-728-7678. Four free samples are available and allow you to test features and functionality available in all eBooks.

What types of purchase options are available?

Individuals can order eBooks as a one-time sale (with no updates) or on subscription. Subscription service includes all future updates to your eBook and the option to be billed monthly or annually.

Large libraries can take advantage of ProView eLibrary (IP access or Library system management integration) options.

Talk to your representative for details on each of these options.

Can I share my eBooks with other users?

eBooks purchased on an individual basis cannot be shared. They are single-user licensed products.

eBooks purchased individually are tied to the user's OnePass account, which allows the user to store personal notes and annotations.

For eBooks accessed via a ProView eLibrary option, some sharing functionality will exist.

Can I add eBooks to my Library Maintenance Agreement (LMA)?

Yes. All available eBooks are LMA eligible. Talk to your representative for options.

PROCESS

I ordered my eBooks. Why haven't I received my registration key email?

Please allow 24-48 hours to process your order before receiving the email containing your eBook registration key and download instructions.

Until you have activated your registration key, you will not be able to log in to the ProView app.

You will only receive a registration key email if you have purchased a ProView eBook on an individual user basis.

What is OnePass and why do I need it?

A OnePass account is a username and password that provide a secure connection to your personalized information across multiple Thomson Reuters websites and applications – including ProView. If you are a WestlawNext subscriber, you already have a OnePass account.

If you have made an individual purchase of an eBook, you'll need a OnePass account to use ProView. You will receive a one-time registration key to "unlock" ProView with the purchase of your first eBook.

If you access eBooks via a ProView eLibrary, you won't need to create a OnePass account to read eBooks, but you will need to create one if you want to add personal annotations.

How do I create a OnePass account?

Creating a OnePass account is easy! Click the link in your ProView email or visit **https://onepass.westlaw.com**. Select **Register**, enter your email address, and click **Continue**.

Click **Manage Products**, scroll through the list of products to find ProView, and click **Add**.

Enter the ProView registration key from the email you received, choose a user-friendly name (i.e., any nickname you'd like), and click **Save**.

You can now log in to the ProView app using your OnePass username and password. You only have to do this once. When you order additional eBooks, they will automatically appear within your ProView library.

Why can't I log in to the ProView app?

You can download the ProView app at any time, but you won't be able to log in until you have either activated your eBook registration key or created a OnePass account.

If you have made an individual purchase, please refer to the email you received after placing your eBook order. This email contains a unique registration key and instructions for activating it using your OnePass account. Once you have done this, log in to the ProView app using your OnePass username and password.

The ProView app will not work for anonymous ProView eLibrary users. You will need to create a OnePass account to use the app if you are a ProView eLibrary user.

CONTENT

What content is available on ProView?

Thomson Reuters ProView eBooks are commonly accessed legal reference materials such as court rules, treatises, and topical codes. A large selection of both jurisdictional and practice area-specific titles are available.

For an always up-to-date list of available eBooks, visit **legalsolutions.thomsonreuters.com/proview**.

FEATURES

How do I transfer my notes to a new eBook edition?

ProView allows you to transfer notes, highlights, and bookmarks to new editions automatically.

To do this, download the new edition and tap it, then choose **import annotations**. Tap **select a title as the source of annotations**. Tap the eBook from which to import annotations, and then tap **import**.

The message "annotations were successfully imported" will appear, as well as a list of how many highlights, notes, and bookmarks were transferred from one eBook to the other.

Will I always need an Internet connection?

No. You can access your eBooks and all of your personalized notes offline. You do need an Internet connection to register ProView with your OnePass, download the app and eBooks, and link to WestlawNext.

How does linking to WestlawNext work?

ProView eBooks feature embedded hyperlinks to continue your research in WestlawNext.

Please note that in order to access this information you must have an active WestlawNext subscription. If the WestlawNext content is outside your plan, you will see a warning screen regarding ancillary charges.

If the content is within your plan, the usage and billing functions the same.

FUNCTIONALITY

For which devices is ProView available?

ProView is available for iPad tablets iOS 7.1 or later; Android tablets 4.1 or later, including the Kindle® Fire HDX (older Kindle tablets are not supported); desktops (Windows 7 or newer and Mac 10.6 or newer); and in your browser.

ProView is not available on mobile phones, BlackBerry® smartphones, or Windows mobile devices.

How much space do eBooks take up on my device?

ProView titles are between 30MB and 100MB in file size; the average size is 50MB. You can track storage capacity in your device settings.

To free up space, eBooks can be deleted from your device by swiping from right to left across the title in your library. Your annotations will be saved, and your eBook can be re-downloaded when you need it again.

What usage data is tracked for ProView?

In order to see what features and titles are most and least utilized, we track information such as pages accessed and highlights created.

This allows us to aggregate information so we know where to focus our development efforts.

You can review information about the data we collect in the privacy policy within the app, which all ProView users are required to read and accept or decline.

Is the connection secure?

Yes. Notes are stored on our servers, as well as locally on your device. In general, communication between devices and our server occurs via secure https.

On how many devices can I access ProView?

ProView can be accessed on up to four devices at a time. All users are prompted to register each device, which requires assigning a name to it. You can swap devices up to four times every 30 days.

You will receive a notification when the number of swaps has been exceeded and also when you have reached the maximum of four registered devices.

You cannot deactivate a device until you have reached the limit of four. To deactivate a device, log in with a fifth device and follow the instructions when the deactivation prompt appears.

ADDITIONAL QUESTIONS

Contact a ProView Specialist at **1-888-728-7678** for more information or visit **legalsolutions.thomsonreuters.com/proview**

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