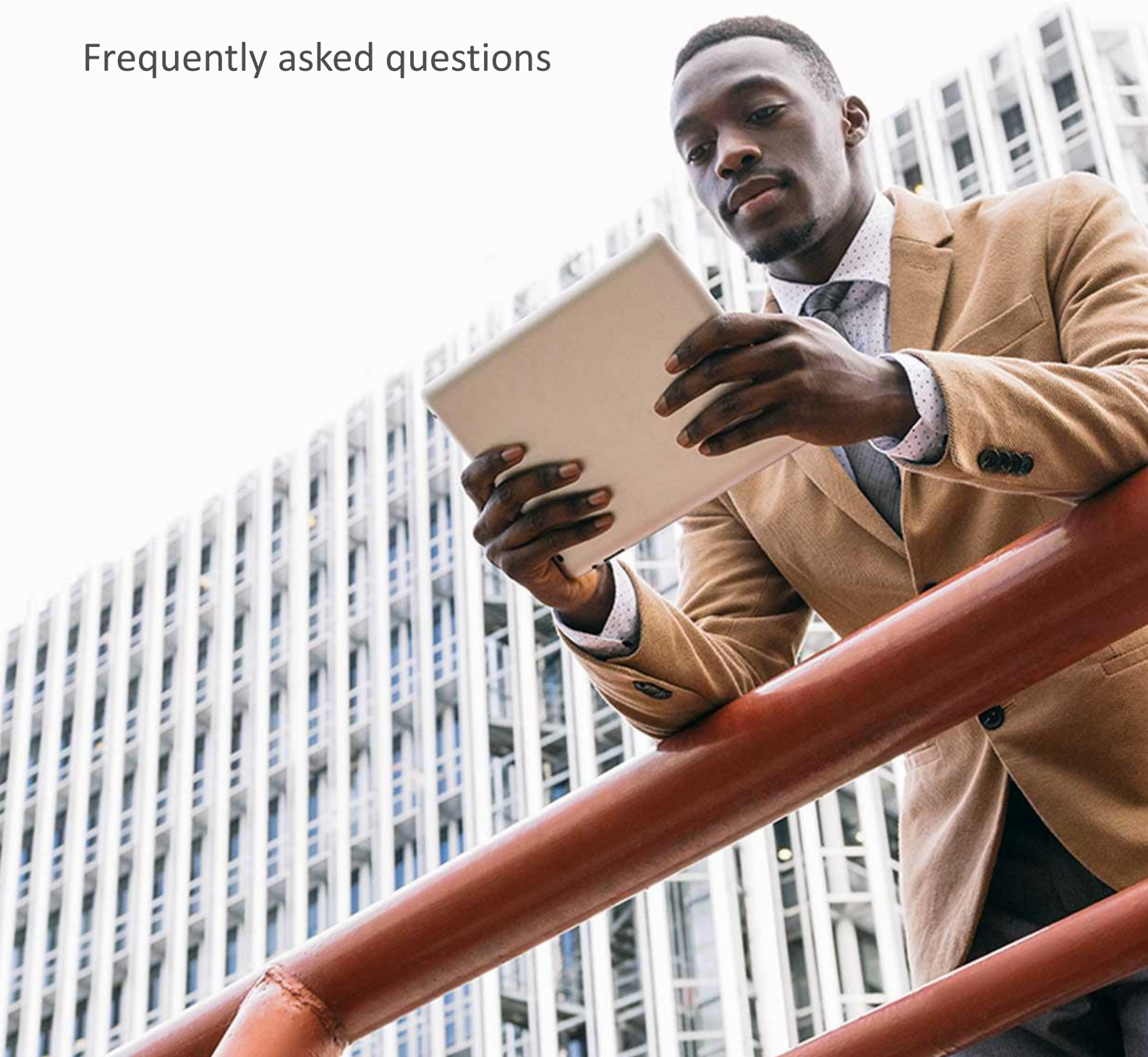


# Professional. Productive. **ProView** progressed.

Frequently asked questions



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## Accessing the ProView platform

### How do I access ProView, and on which devices?

The Thomson Reuters ProView web-based eReader is accessed via your browser. ProView is compatible with the latest two versions of Chrome, Edge, Safari, and Firefox browsers. With the ProView web application, offline capability is now available from your browser. The web application has a responsive design, which is designed to work well with various screen sizes and is compatible with desktop, laptop, and mobile devices.

### How do I log on to ProView on the web app?

Navigate to the ProView login at [next-proview.thomsonreuters.com](https://next-proview.thomsonreuters.com) and sign in with your existing OnePass credentials. If you are to ProView, you must first create a OnePass profile (if you do not already have one) and add your ProView registration key to your profile before you can begin using your ProView titles. You can create or update your OnePass profile at [onepass.thomsonreuters.com](https://onepass.thomsonreuters.com).

### What are the minimum requirements and compatibility for ProView web app access?

- Devices running on the latest two major versions of Windows, Mac OS, Android, and iOS operating systems
- Browser Compatibility: Latest two versions of Chrome, Edge, Safari, or Firefox

### Will I always need an internet connection to use ProView?

No. You can access downloaded content from your web application while you are offline. You will need to first download your titles for offline use, which requires an internet connection. You can download publications from the library by choosing “Download title” from the overflow menu on the title card of the publication you wish to download. You can also download a publication from within the opened title by clicking the download icon in the header. Once the titles have been downloaded, you can access them through the ProView web application without an internet connection. You can access, read, annotate, and search your downloaded content while offline.

### How do I access the ProView titles I have downloaded to use offline?

You may access titles you have downloaded for offline use via the ProView web application. Access ProView by typing the URL into your browser address bar (even if you are offline). In your ProView library, locate the filter panel on the left side of your screen. Under “Storage,” select “Downloaded to this device” from your drop-down options. This will provide a filtered view of the titles you have downloaded to your device that can be used even if you do not have access to the internet.

## Can I create a shortcut to the web application?

Yes, you can create a shortcut from your browser. Check your browser for steps to create your ProView shortcut.

**Note: It is recommended that users create a shortcut when using an iOS mobile device.**

## Can I access ProView on my PC/laptop and on my tablet or mobile device at the same time?

Yes, you can have up to two browser sessions open concurrently. To open two ProView sessions, open two browser tabs in incognito or private mode, use two different browsers, or use two different devices.

## Product

### What features and benefits are available on the ProView web app?

- Added convenience of access through your web browser with no need to install software on your device.
- Immediate access to your titles and updates. No need to first download content-unless you want to access offline.
- Offline access from your browser without having to install an application.
- With ProView’s responsive design, your eBook looks and feels the same across all your devices.

Accessibility features have been added to assist users with limited mobility or visual impairments.

### Can I access the bookmarks, notes, and highlights I made using another version of ProView?

Yes, your annotations are associated with your OnePass account, so you will still be able to access them when you log into the ProView web application with your existing OnePass credentials.

### How do I access the titles I have saved for offline viewing?

To view downloaded titles, you may go to the website address <https://next-proview.thomsonreuters.com> and select the “storage” filter option in the left-hand panel.

Then select “Downloaded to this device” to view all titles that you have downloaded for offline viewing. ProView reminds you that a title has been downloaded by placing a downwards pointing green arrow on a library title card. Note: downloaded titles need to be saved to every device used.

Any titles you have downloaded to your device will automatically be removed from your device when there is a new title update.

### Can I make annotations while offline and will they be secure?

Yes, you can make annotations while you are offline. To ensure that your annotations are secure, you will be prompted to create a password for offline access. When offline, you will be prompted for this password to enable annotation functionality. Please note that you will not be prompted for a password the first 24 hours after creating a password for offline use and will still be able to create annotations while offline.

For security purposes, we recommend that you update your offline access password at least every 90 days. If you choose not to create an offline access password, you are still able to download titles and view them offline, but you will not be able to view existing annotations or create annotations while offline.

### Can I share content with others?

Yes, you can create a link to relevant content that can be shared with ProView users who have access to that same publication in ProView, you can copy and paste the desired content, or you can generate a PDF of relevant content to print or email.

### Can I create a PDF?



Yes, you can create a PDF of either a page or an entire section of your content by using the Share feature. You can add up to 5 selections of a title to a PDF. You can then select to download the PDF and share it.

## How do I access my PDF once I've created it?

1. Click on the Downloads folder on your device. The folder will display all your downloaded items in chronological order.
2. You will be able to click on the PDF you downloaded from ProView from that list.
3. To enable Chrome setting: Change Chrome settings to show a prompt, when creating pdf, to designate where you want the pdf saved on your device
  - a. Open Google Chrome. Click on the three little line dots icon in the top-right corner of the browser window.
  - b. Select Settings from the drop-down menu that appears.
  - c. Scroll down to the bottom of the Settings window and click the Advanced button.
  - d. In the Privacy and Security section, scroll down to Downloads.
  - e. Next to "Ask where to save each file before downloading," set the toggle switch to the on or off position. Close the Settings. Now you should be able to select the location and change the file name of the pdf prior to saving.

## Can I search a book when I'm offline?

Yes, ProView supports searching while you are offline. The offline search functions differently from online search and does not support phrase searching or proximity (/n or +n) searching. Key term searching and terms & connector searching are available offline. In an offline search, entering terms separated by a space, the space will be interpreted as an "and" connector.

## Will I lose my downloaded content if I clear my browser cache?

Yes, if you do a wholesale clearing of your browser cache, you will lose your downloaded content. Be aware, your organization may have automatic cache clearing that may remove your downloaded eBooks. If you have downloaded eBooks for offline use, be sure to check your storage to ensure your eBooks are downloaded.

## How many titles can I download to my device?

The number of titles that can be downloaded to a device will depend on several factors: the available storage on your device; the size of the downloaded files; and

the amount of space the browser has allocated to the ProView application. There is no set limit on the number of titles you can download, however.

### How can I provide feedback on ProView?

When in the ProView web app, click on the person icon in the upper right corner of your main library page. You will see “Send us feedback” listed as one of your options. Please fill out that feedback form, and it will be sent to the ProView product team.

### Where can I find instructions on how to use the Thomson Reuters ProView platform?

See the [ProView User Guide](#).

