

CARSWELL EREFERENCE™ LIBRARY MIGRATION TO THOMSON REUTERS PROVUEW™

FREQUENTLY ASKED QUESTIONS



CARSWELL EREFERENCE™ LIBRARY MIGRATION TO THOMSON REUTERS PROVIEW™ FAQ'S

- **How will customers receive notification that they have been migrated?**
- Carswell eReference Library customers will receive Alert emails in October and November with a final reminder at the end of November that the migration period will be ending at the end of November.
- **How will they access their titles in the new ProView platform?**
- The emails Customer account administrators will receive will contain a link to the Proview URL. This will include the tab specifically containing the eReference Library titles. The link will also be posted on the legacy Carswell Reference Library home page.
- **Can a researcher use his/her existing OnePass credentials to access subscribed Carswell eReference Library online title(s) on ProView?**
- For existing Carswell eReference Library users, they will be able to access their titles using their existing OnePass user name and password. New users will be sent a registration key with instructions to set up their OnePass user name and password.
- **What are the advantages of Proview over the existing eReference Library platform?**
 - Proview is available across multiple platforms, ie. a mobile application, the browser version, and the desktop application.
 - The new ProView platform provides an easy to navigate layered and sliding Table of Contents (TOC) that allows users to zero in on specific content. The entire portion of a subsection or chapter of a title is easily viewable without having to completely expand the TOC.
 - The Proview platform has an easy to use and precise notes and annotations function. This allows users to place notes or annotations in their text with pinpoint precision rather than only at the title level as is the case with the existing Carswell eReference Library.
 - The search function has been simplified and made more intuitive: So you do not have to be an expert in boolean searching to get good results.
 - Proview features the ability to print/share content as a PDF from the selected text, page, or TOC level.

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- **Will IP address authentication access be available for eReference on ProView?**
- Yes, Users will be able to access any ProView eReference title from their firm or organization's intranet. IP Personalization allows individual users in firms and organizations with IP address authentication to create a personal account on the fly and obtain individual OnePass access to those eReference titles to which their firm subscribes and make use of the personalized features such as notes and highlights.
- **Is there any advanced access to ProView available?**
- No. Due to the nature of the migration, advanced access will not be available to users, however detailed user guides and training will be made available to users.
- **How will the updates to eReference titles on ProView be communicated to end users?**
- There will be a new monthly email consolidating all Publisher's Notes.
- **Will there be new titles added to eReference on ProView and if so, when will they be launched?**
- Yes. Following the migration work will begin on adding new titles to the eReference library on ProView.
- **What training materials and/or user guides will be available to users on the eReference Library on ProView?**
- We will provide print "Quick Reference Guides" for use on customers' firm intranet, live training sessions, etc.
- **Will the new eReference Library on ProView include current release currency information for each individual title in the eReference Library (ie. similar to the release date/number found at the foot of each page in the print titles)?**
- Yes. This information will be available for each title shortly after launch of the eReference Library on ProView.
- **Will IP Address Authentication (IPAA) users be able to use the Notes and Annotations features of ProView and if so, how will they be able to do this?**
- Individual IPAA users will be able to obtain an individual user password (via OnePass) which will enable them to use the Annotations features and functionality available in ProView.

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- **What will the eReference Library on ProView cost?**
- There will be no additional cost for users of the eReference Library on ProView. Users will continue to be charged for each new release uploaded to the eReference Library as is currently the case. The ProView application will be made available to users at no additional cost.
- **For which devices is the eReference Library on ProView available?**
- The ProView application is designed to work on the iPad and Android devices. There is also a desktop version of the application for both Windows and Mac as well as a browser version.
- **Will users be able to access archives of past releases in the eReference Library on ProView?**
- No, but we will be investigating this type of functionality for potential future enhancements.