

## Frequently Asked Questions

**Q: What titles will be available for student token access to ProView for Fall 2020 courses?**

See title list with material number and pricing on the website.

**Q: Who can purchase these books?**

These student books are for sale to the academic community / student purchase through bookstores [libraries] only. Student editions shrink wrapped that include digital access are **Not for sale** to libraries [bibliothèque (s)].

**Q: What formats are the books available in?**

The purchase of the print book includes student token access to the ProView ebook. For Fall 2020, no other formats are available.

## ACCESS

**Q: When will students be able to access the ProView for student editions for the Fall 2020 academic year?**

Students will need to first purchase the book and then contact the Thomson Reuters Customer Support team (per the information included on the **cardstock insert** inside each book), and provide the access code on the card in order for Customer Support to provide token access to the ebook version. *[Cardstock insert is heavier paper (similar to a postcard) inserted inside the front cover of the book].*

**Q: What does the cardstock insert say:**

Dear Purchaser: Congratulations! / Chère cliente, cher client, Félicitations!

Your purchase of this book includes **ProView student access** to a Thomson Reuters ProView® ebook version. Professional features include powerful and fast search capability, links to WestlawNext® Canada and Taxnet Pro™ (subscriptions required to those products); notes and annotations functionality, and more – all designed to help you work more effectively and faster.

Please contact **Thomson Reuters Canada** Customer Support: Phone: (416) 609-3800 (Toronto & international) / 1-800-387-5164 (toll free Canada & U.S.) or by email [Customersupport.legaltaxcanada@thomsonreuters.com](mailto:Customersupport.legaltaxcanada@thomsonreuters.com) to register providing book title and the access code below:

L'achat de ce livre inclut l'accès pour les étudiants à une version du livre électronique Thomson Reuters ProView®. Cette version comprend une fonction de recherche puissante et rapide, des liens vers WestlawNext® Canada et Taxnet Pro™ (abonnements requis pour ces produits), la possibilité d'annoter l'ouvrage, et plus encore - toutes ces fonctionnalités sont conçues pour vous aider à travailler plus efficacement et plus rapidement.

Contactez le service à la clientèle de Thomson Reuters Canada, par téléphone au (416) 609-3800 (Toronto et international) / 1-800-387-5164 (sans frais au Canada et aux États-Unis) ou par courriel à [customersupport.legaltaxcanada@thomsonreuters.com](mailto:customersupport.legaltaxcanada@thomsonreuters.com), pour vous inscrire en indiquant le titre du livre et le code d'accès ci-dessous :

### Access Code / Code d'accès :

**Important Note: Retain this card. The unique access code is your proof of purchase and is required in order for you to redeem the Student ProView ebook version. / Remarque importante: conservez cette carte. Le code d'accès unique est votre preuve d'achat et est nécessaire pour que vous puissiez utiliser la version du livre électronique ProView pour étudiants.**

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Note that the plan is also to include a sticker with each shrinkwrapped book. See below :

**Introducing** Thomson Reuters ProView® ebook **access for students!** Purchase of this book includes ProView student access to the ebook version. See inside for more information about ProView student access. Purchase is on a final-sale basis and may not be returned.

L'accès aux livres électroniques Thomson Reuters ProView® est maintenant offert aux étudiants! L'achat de ce livre inclut l'accès à la version du livre électronique ProView pour étudiants. Consultez la carte insérée à l'intérieur du livre pour plus de renseignements sur l'accès des étudiants à

**Q: After the student contacts your Customer Support team to set up student token access to the ProView ebook, can the token access provided by Customer Support be used more than once?**

No. The token access can be used only once. Any attempt to reuse it will be met with an error message.

**Q: How long will the student be able to access the student ProView version:**

For Fall 2020 classes, access via token will be enabled from August 17 2020 through to September 1 2021.

**Q: What if the student wishes to purchase a regular ProView version of the student title – i.e. with a perpetual licence?**

This option is not available for student purchasers and we are unable to fulfil this type of request.

## **SALES POLICY**

**Q: What is the Sales policy:**

We are implementing a new sales policy for these selected titles. Print purchases bundled with eBook are considered a final sale. The bundle program provides our most favourable terms and titles within this program are not eligible for refund.

These terms and conditions govern the sale of student books that include student token access to a ProView® ebook. If the terms and conditions set forth in any document forming a part of any order for these products or on the Thomson Reuters website differ from these terms, these terms shall prevail.

**Q: What about other student books that are not part of this program?**

Books that do not include student token access to ProView ebook can be returned in resalable condition for a full refund or a credit if the return is received by Thomson Reuters the earlier of 6 months of the original ship date or 3 months of a new edition being published. Thomson Reuters will not issue a refund for books returned outside this time frame.

## **SUPPORTED DEVICES AND SYSTEM REQUIREMENTS**

**Q: Which devices are supported by Thomson Reuters ProView?**

The Thomson Reuters ProView platform is currently supported on iOS™ (including iPad and iPhone), Android™ tablets and web browsers. The best user experience is via web browsers.

**Q: What system requirements are needed to run Thomson Reuters ProView?**

Thomson Reuters ProView is currently supported on iOS™, Android™, and web browser. Minimum software requirements for the ProView platform:

Online: Ensure access to the latest ProView features and functionality through the following browsers:

- IE11
- Latest versions of Safari, Firefox and Chrome.
- iOS 10.3 or greater for tablets and smartphones
- Android 6.0 for tablets and smartphones

**Q: Is the Thomson Reuters app free?**

There is no charge to download the Thomson Reuters ProView app..

**Q: What are the main features and functionality of student token access to ProView ebooks?**

Student token access to the ProView ebook version (which is included in the purchase of the print book) lets the user:

- Access the ProView ebook version via student token access from August 17, 2020 to September 1, 2021 for Fall 2020 classes (upon proof of purchase of associated print title)
- Link to full-text cases in WestlawNext® Canada or in Taxnet Pro™ (with available subscriptions)
- Access to WestlawNext Canada and Taxnet Pro from links in the ebooks will be subject to available subscriptions provided by the relevant academic institution. If the institution does not provide students with access and/or the student does not have their own paid subscription, the links will not be operational.
  -
- Search across the entire ProView library and within a specific title (with available subscriptions)
- Create a PDF and save, print and add notes to
- Add notes, highlights, or bookmarks
- Search within bookmarks, highlights, and notes for easy reference
- Search within the Table of Contents or jump to specific sections of the title directly from the Table of Contents
- Customize display with choice of fonts, text sizes, and colours
- Register up to four different devices to the user's ProView account to access his/her library of subscribed titles

**Q: What happens to the ebook version after September 1, 2021?**

The ProView student ebook access is for a time-limited period. The ebook will not be available in the ProView library once the access period has ended.

**Q: What happens to any notes, annotations or bookmarks that were created by the user?**

Once the access period ends notes/annotations/bookmarks along with the ebook itself will no longer be accessible to the student purchaser. This also means that the student will be unable to transfer notes to subsequent editions. These are no longer available to the user after September 1, 2021.

**Q: Is an internet connection needed to use Thomson Reuters ProView?**

An internet connection is needed to register the user's ProView titles in his/her OnePass account and to sync the user's library titles, notes, bookmarks and highlights, or if the user choose to access subscribed

ProView titles through web browsers. Otherwise, the user does not need an internet connection to view content on Thomson Reuters ProView.

**Q: Is ProView training being offered to students?**

Yes. Thomson Reuters Learning Consultants will be providing additional ProView training to students. The training is focused on general ProView features/functionality.