Student Books with Thomson Reuters ProView® student token access

Student Frequently Asked Questions

Q: I just purchased a student book that includes student token access to the ProView ebook version? What are some of the features of my student book with ProView student token access ?

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 students research and complete their assignments more effectively and faster.

Time-limited access to the ProView® ebook version is included with the purchase of the print book at no additional charge.

Q: What formats are the books available in?

The purchase of the print book includes student token access to the ProView ebook. For Fall 2023, no other formats are available.

ACCESS

Q: When will I be able to access the ProView for student editions for the Fall 2023 academic year?

2022 edition books and forward:

Student book purchasers who have purchased the print book can locate the access information inside the front cover of the book or a card in the book.

You will be instructed to enter the token URL found there at the link provided to access your title. Follow the instructions on the page. You will be asked to log in with your OnePass user name and password. If you do not have a OnePass account then you will be prompted to create one using your email address.

Earlier editions:

Per the information included on the **cardstock insert** inside each book, student purchasers will need to contact the Thomson Reuters Customer Support team and provide the access code on the card for Customer Support to provide token access to the ebook version. *[Cardstock insert is heavier paper (like a postcard) inserted inside the front cove of the book].* The Welcome email sent to you thereafter by Customer Support will include additional information.

Q: Can the token access provided 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 purchaser be able to access the student ProView version:

For Fall 2023 classes, access via token will be enabled from August 15, 2023 through to September 2, 2024, for annually published books

For monographs [books published less frequently than annually], the token access period will be extended beyond September 2, 2024. The end date is dependent on the book's edition cycle and subject to change without notice.

Q: What if the student purchaser 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:

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 or return.

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.

SUPPORTED DEVICES AND SYSTEM REQUIREMENTS

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

All ProView platforms/apps will be consolidated into a new single, responsive web app later in 2024. The new web application has a responsive design and is compatible with desktop, laptop, and mobile devices.

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

• Minimum 16GB of memory

• 6th Generation Intel® Core™ i5-6200U Processor or better (2.30 GHz, up to 2.80 GH.z with Turbo Boost,

2 Cores, 4 Threads, 3 MB Cache)

• Minimum 1 Mbps download network speed

• Browser Compatibility: Chrome, Edge, Firefox (latest two versions), only (Safari compatibility coming soon)

Q: What happens to the ebook version after September 2, 2024?

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 on September 2, 2024. See above for an exception for monographs which have an extended access period.

Q: What happens to the ebook and any notes, annotations or bookmarks that were created by the student purchaser?

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 2, 2024.

Q: 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. 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.

Q: What is the licence agreement governing my use of the ProView ebook version of the student book I purchased and where is it located?

Refer to Software Licence Agreement. A link to the licence agreement is accessible from the bottom of the ProView sign-on page under Terms and Conditions.

Q: I am having problems redeeming my token and/or accessing ProView. Who should I contact?

If you have any difficulty redeeming your token above or accessing ProView, 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.

Q: Is ProView training being offered to students?

You can find out more about the new version of ProView, and read through a list of updates and additional information about making the transition to the new platform here.

Thomson Reuters Learning Consultants will be providing training on the new ProView web app. Access training and related resources at https://answers.legalprof.thomsonreuters.com/canada-proview-training/proview-training-res

Q: Who should I contact for technical support, OnePass support or Research Support?

Click on the
links below:

Technical   OnePass   Research
Support   Support   Support