

Frequently Asked Questions for Academic Website [Addressing Queries from Bookstores and Professors]

Q: What titles will be available for student token access to ProView for Fall 2023 courses?

Please contact the Canada Academic Print team at CAPTeam@thomsonreuters.com, or call us at 1-800-387-5164 or 416-609-3800 for assistance.

Q: Who can purchase these books?

These student books are for sale to the academic community / student purchase through bookstores [libraries] only. Student editions that include digital access are **Not for sale** to libraries [bibliotheque (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 2023, no other formats are available.

ACCESS

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

2022 and subsequent editions:

Student book purchasers will find the access information inside the front cover of the book or in a card in the book.

They will be instructed to enter the token URL found there, at the link provided to access their title. Students will be asked to log in with their OnePass user name and password. If a student does not have a OnePass account then the student will be prompted to create one using their 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 cover of the book].* The Welcome email sent to you thereafter by Customer Support will include additional information.

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 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 may 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 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, including student books enabled with ProView student token access, 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?

Trade and Academic Customers may continue to return bound books that do not include access to ProView® ebook in resalable condition for a full refund or credit if the return is received by Thomson Reuters within 12 months of the original ship date.

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, desktop (Windows™/ Mac®) app, 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™, desktop (Windows™/ Mac®) app 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

For legacy desktop applications

- Windows 7 or greater for Microsoft desktop.
- Windows 10 users must use the Edge or Chrome browser to create or edit annotations.

- Mac OS 10.10 or greater for Mac desktop

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 15, 2023 to September 2, 2024 for Fall 2023 classes. For monographs [books published less frequently than annually], the token access period may be extended beyond September 2, 2024. The end date is dependent on the book's edition cycle and subject to change without notice.
- 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
- titles

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.

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 2, 2024.

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.