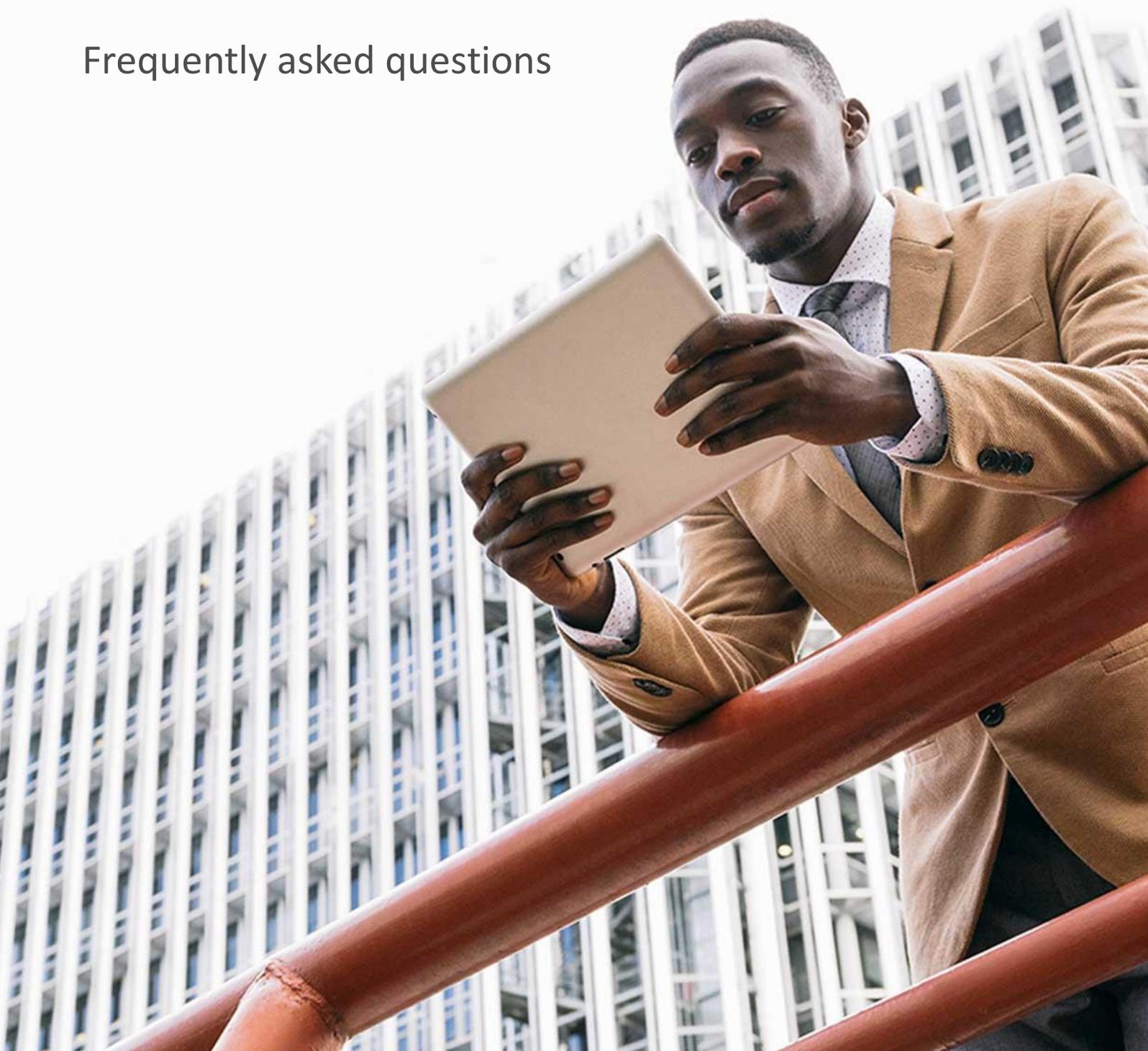


# Professional. Productive. **ProView** progressed.

Frequently asked questions



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## Accessing the new ProView platform

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

The Thomson Reuters ProView web-based application is accessed via your browser. ProView is compatible with Chrome, Edge and Firefox browsers (latest two versions). With the new ProView web application, offline capability is now available from your browser. The new web application has a responsive design and is compatible with desktop, laptop and mobile devices.

### How do I access ProView on the new 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 new to ProView, you must first create a OnePass profile (if you don't 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?

- Minimum 16GB of memory
- 6th Generation Intel® Core™ i5-6200U Processor or better (2.30 GHz, up to 2.80 GHz with Turbo Boost, 2 Cores, 4 Threads, 3 MB Cache)
- Minimum 1 Mbps download network speed
- Browser Compatibility: Chrome, Edge, Firefox (latest two versions), (Safari compatibility coming soon)

### 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 and search your downloaded content while offline.

### How do I access my downloaded ProView titles?

You may get to your offline content in one of 3 ways. The third method offers the additional benefit of an app-like experience.

1. Type URL (next-proview.thomsonreuters.com) into the browser address bar
2. Set Bookmark for your ProView web app URL
3. Create Desktop Short cut (link to instructions on creating shortcut or include instructions).

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

Yes, you can create a shortcut from your browser by following these steps:

1. Open Chrome and navigate to the ProView login screen (next-proview.thomsonreuters.com)
2. Click the **•••** icon in upper right corner of the screen.
3. Select More tools.
4. Select Create Shortcut.
5. Edit the shortcut name if desired.
6. Click Create.

A ProView icon will now appear on your taskbar.

## 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 a second session, you can open two browser tabs in incognito or private mode, use two different browsers, or use two different devices.

## Product

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

- Added convenience of access through your web browser with no need to install software on your device.
- Immediate access to your new 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 the new responsive design, ProView looks and feels the same across all your devices.
- New accessibility features have been added to assist users with limited mobility or visual impairments.

## Can I still 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 new 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.

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.

## Can I make annotations while offline?

Yes, you can make annotations while you are offline. When you are online and download a title to your device, you will be prompted to create a password for offline access. When offline, you will be prompted for this password to enable annotation functionality. 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 new annotations while offline.

## Can I share content with others?

Yes, there are two options for sharing content. You can create a link to relevant content that can be shared with ProView users who have access to that same publication in ProView, or you can generate a PDF of relevant content to print or email.

## 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, the new ProView web application supports searching while you are offline. The offline search functions differently from online search. Specifically, offline search 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. However, you can avoid this by going into your Chrome browser settings under “Privacy and security” and choosing “Clear browsing data”. From that menu, deselect “Cookies and other site data” before clicking the “Clear data” button. Alternatively, if you want to clear cookies and data from a particular site, you can use your browser’s Inspect tool to selectively clear data for that site only by going to the Application tab then to Storage (for Chrome and Edge) or directly to Storage (Firefox).

### 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 disk space of the device; the size of the downloaded files; and the amount of space the browser has allocated to the ProView application.

### 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 further instructions on how to use the new Thomson Reuters ProView platform?

See the [ProView User Guide](#).

