What is OnePass and why do I need it?

A OnePass account is a username and password that provide a secure connection to your personalised information across multiple Thomson Reuters websites and applications – including ProView. You'll need a OnePass account to use ProView.

Why can't I log in to the ProView app?

You can download the ProView app at any time, but you won't be able to log in until you have either activated your e-book registration key or created a OnePass account. Your registration key is provided in the *Welcome to ProView* e-mail. Use this key to create your OnePass account. Once you have done this, log in to the ProView app using your OnePass username and password (please note that ProView is case sensitive).

If you can't log in, then it may be:

- a username name or password error – reset your password; or
- a proxy issue – if you are a KPMG user, then send a query (along with screenshots and device specification) to your local IT; if you are a non-KPMG user, then send your query to Thomson Reuters TRLUKI.techsupport@thomsonreuters.com.

Why can't I see my library?

This may be an issue with your credentials or the proxy server. If you are:

- a KPMG users, then contact your local IT; and
- a non-KPMG users, then contact TRLUKI.techsupport@thomsonreuters.com.

Will I always need an Internet connection?

No. You can access your Insights offline.

However, you do need an Internet connection to:

- create your OnePass account;
- download your e-book initially; and
- synchronise your personal notes and bookmarks.

If I want to access Insights away from the office, on which devices is ProView accessible?

ProView works on:

- iPad tablets (iOS 7.1 or later);
- android tablets (4.1 or later) – including the Kindle® Fire HDX (older Kindle tablets are not supported);
- desktops (Windows 7 or newer and Mac 10.6 or newer); and
- in your browser.

ProView is not available on mobile phones, BlackBerry® smartphones, or Windows mobile devices.

**On how many devices can I access ProView?**

ProView can be accessed on up to four devices at a time. You can swap devices up to four times every 30 days. You will receive a notification when the number of swaps has been exceeded and also when you have reached the maximum of four registered devices. You cannot deactivate a device until you have reached the limit of four. To deactivate a device, log in with a fifth device and follow the instructions when the deactivation prompt appears.

How much space do e-books take up on my device?

ProView titles are between 30MB and 100MB in file size (the average size is 50MB). You can track storage capacity in your device settings. To free up space, e-books can be deleted from your device by swiping from right to left across the title in your library. Your annotations will be saved, and your e-book can be re-downloaded when you need it again.

What can I do if I have ProView installed and I can't see the Insights in my library?

You can refresh your library by clicking on the profile icon (highlighted below) and select 'Refresh Library').
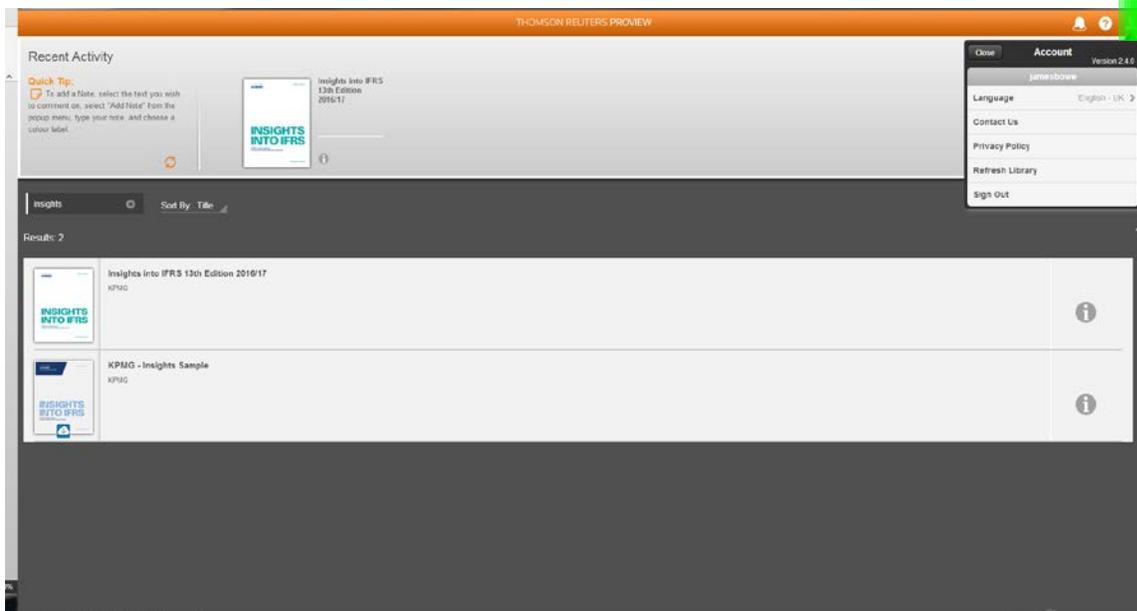
I have an existing OnePass account and I can't remember my password to login. Can I request a new one?

An OnePass username and password can be used to access multiple Thomson Reuters Online products. If you change your OnePass username and password, this will also change the username and password for all Thomson Reuters products registered to your OnePass profile.

When entering your user details, please ensure you apply the correct case settings or special characters and do not leave any trailing spaces.

1. Open the Proview Application and select the link **"Forgot username and password?"**

2. Enter the email address that is registered with your OnePass profile and click next.
3. Type in a new password and select **Change.**
4. Your OnePass password has now been successfully changed, if you would like to further update Your OnePass Profile, enter your username and Password in Manage OnePass.

To access **Proview**, return to the **Application Sign in** page and enter your username and password.

If you have any questions about launching **Insights on ProView**, please contact your local IT support or send an e-mail to TRLUKI.techsupport@thomsonreuters.com.