

## FAQ – Troubleshooting

### Delay in getting my login

'My order was confirmed, how long does it take for my login details to arrive?'

Once the order processed by staff you will receive a 2<sup>nd</sup> notification that it is 'On it's way'. Soon after this (usually within 15 minutes) you should receive a 'Welcome to Rawlinsons' email containing your login details.

*There is a manual element in the processing of your order, therefore if it is placed outside of business hours there will be a delay. Office hours are 8:30 – 5:00 Monday to Friday (WST).*

### Lost login

If your order has been confirmed and you were notified that it's 'on it's way' but no Welcome email has arrived, first check spam/junk folder. If it's not available, go to [www.rawlhouse.com](http://www.rawlhouse.com) and click EPUB LOGIN on the top menu. Use the Forgotten Password link, with the email you registered, to receive a reset password for login. (Usually instant response).

### No result when clicking access now

'I have logged into the portal but can't access my publication'

Check that you have downloaded and installed the viewer software required. It is available on the Home page of the portal in 32 or 64 bit versions for windows users, or one version for Apple. (See help pages for identifying your windows system). The installation process will take you through a setup wizard and is completed when you click finish.

### Publication hangs at 30% loaded

'I have downloaded the software successfully but when I click access now the publication stalls at 30% loaded'

This is usually caused by having downloaded the wrong software version. Try installing the other version, this will replace the existing version.

### Authentication error

'When I click 'Access Now' I get an authentication error message'

Try adding Rawlinsons Url to your browsers safe/white list, [https://\\*.rawlhouse.com](https://*.rawlhouse.com) covers all.

### Invalid source

'When I try to open the file I get a message that says the source is invalid'

This is caused by trying to open the viewer App outside of the portal. Make sure you are logged into the portal and that the software has downloaded successfully, then proceed to 'My Publications' and click 'Access Now'. The software/App then works in the background to open up the publication for you. There is no need to open the file at source or by clicking the App icon on Apple.

### Other users cannot access the publication

'I have added other users to share the license but they cannot see the publication when they login'

Users are now automatically assigned to all the available subscriptions once you add them as a new user. If this issue still comes up for your organisation, go to 'Subscriptions', with your license highlighted you can see a list below of those assigned. If they do not appear here, click on 'Assign User License' on the right above the list of users. The drop down menu will show you the list of users you have added. Choose one and click submit, to assign them the use of the license.

Contact us at [orders@rawlhouse.com](mailto:orders@rawlhouse.com) or call 08 9424 5800 for further help.