

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 is processed by staff you will receive a 2nd notification that it is 'On its 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 its way' but no Welcome email has arrived, first check spam/junk folder. If it's not available, go to www.rawlhouse.com and click EPUB LOGIN on the top menu. Use the Forgotten Password link 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 **Latest** viewer software. 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 guides for installation details.) Your system must be Windows 10 and above / Mac OS Sierra or later.

If the license has shared access, check that it is not already in use
Licensee users can view active users in 'Subscription Details'

When I open the 3.0 app on my desktop I get an error message regarding revoked license, device mismatch or no lease

The desktop app is to be launched for Offline Lease only. Access your publications via the web portal initially. You can read more about how to use offline here <https://www.rawlhouse.com.au/offline>

If you have not yet assigned the license for use offline, please remain logged into the web portal, go to 'My Publications' and click 'Access Now'. The software/app then works in the background to open up the publication for you.

Contact your Licensee if you are using a shared license and need offline access.

For 'Device Mismatch' errors, go to the Users section in the web portal and clear the device address in the actions column. You will then be able to login on another device. Contact your licensee if you don't have access to Users.

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 windows software version. Try installing the the other 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 covers all.

I had access to previous years but now they are not showing in 'My Publications'

We have now updated the page to show a dropdown list of publication years available to you. If the dropdown is not visible you may need to clear the cache within your browser to refresh and show the new format. Guidance for this process in different browsers is shown at the end of this document.

Other users cannot access the publication (Licensee users only)

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

Once you have added colleagues in the users section, go to 'Subscription Details'. Click the relevant publication so that it is highlighted. You can see a list below of those assigned, it should automatically include the new users. 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 manually.

Contact us at orders@rawlhouse.com or call 08 9424 5800 for further help.

Minimum System Requirements

	Windows	Mac
Operating System	Windows 10	Mac OS X Sierra
RAM (Memory)	8GB	8GB
File Size	215MB	3MB

Limitations


Not suitable for mobile devices

Cannot be accessed via remote desktop or proxy server

Printing & data extraction are not permitted

Clearing The Cache


Firefox

- Click the menu button  and select **Options**.
- Select the **Privacy & Security** panel.
- In the **Cookies and Site Data** section, click **Clear Data...**
- Remove the check mark in front of *Cookies and Site Data*.
- With *Cached Web Content* check marked, click the **Clear** button.
- Close the *about: preferences* page.

Microsoft Edge

- Hold **Ctrl + Shift + Delete**. This shortcut opens the Clear Browsing Data page.
- Select "Cookies and saved website data" and "Cached data and files". After the two are marked click **Clear**.
- Click back in the browser window to remove the Clear Browsing Data page.

Google Chrome

- Press F12 on your keyboard, you will see a developer window
- **Right** click on the Refresh button , you will see 3 options, click the 3rd **Clear Cache and Hard Reload**
- Press F12 again to close developer window