Rawlinsons PUBLISHING
QUANTITY SURVEYORS & CONSTRUCTION COST CONSULTANTS

New Feature: From version 3.2 it is possible to use Snipping Tool/Screenshots to take small data extracts!

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 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 you have lost or forgotten your login password, go to www.rawlhouse.com and click EPUB LOGIN on the top menu. Use the Forgotten Password link to receive a reset password.

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, email us at orders@rawlhouse.com and we will send you installation instructions and a new password.

No result when clicking access now

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

Check your device meets the Minimum System Requirements (see below). Your system must be Windows 10 and above or Mac OS 10.13 High Sierra or later. 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.)

Try adding Rawlinsons EPUB URL (https://epub.rawlhouse.com) to your browser's safe/white list or trusted sites.

Remote desktop access is not supported. Make sure you are using your device's local browser to access the portal.

If the license has shared access, check with your Licensee that it is not already in use. (*Licensee users can view active users in 'Subscription Details'.*)

When I open the software directly I get an error message regarding revoked license, device mismatch or no lease

The viewer software is to be launched for Offline Lease access only. Access your publications via the web portal initially. You can read more about how to use offline via the full User Guides.

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 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.

Authentication error

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

Try adding Rawlinsons EPUB URL (https://epub.rawlhouse.com) to your browser's safe/white list or trusted sites.

Windows Users: Update via your Control Panel, Internet Options, or contact us at electronic@rawlinsons.com for a detailed guide.
Mac Users: In Safari, go to Preferences and allow blocked pop-ups, or contact us for a detailed guide.

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 uninstalling the previous one and install the other version.

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'.

Firstly, check the user has downloaded the current viewer software. In the portal, from the Users menu, check that the status of the user is active.   Re-activate them if necessary from the Actions column.

From the Subscription Details Menu tab, click on the relevant publication – this will highlight the users to that publication. You should see the user on the list.   If not, contact us at orders@rawlhouse.com or call 08 9424 5800 for help.

Unhandled Exception Error Message

If you receive the following 'unhandled exception has occurred in your application' error message, it more likely means you are missing a Microsoft update from some time back.
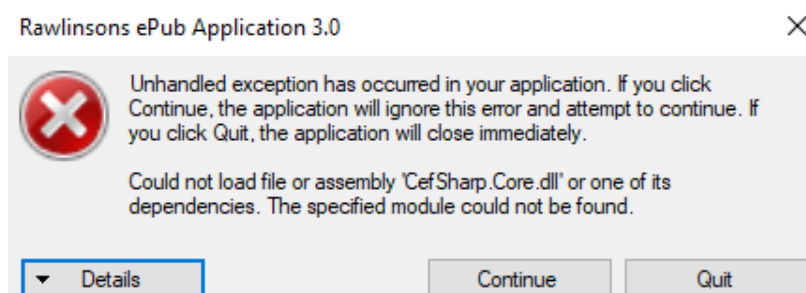
The following Microsoft fix has been successful in resolving the issue in the majority of cases. Download and install the Microsoft Visual C++ redistributable file accessed from the links below and try to access the publication again.

32 bit
https://download.microsoft.com/download/9/3/F/93FCF1E7-E6A4-478B-96E7-D4B285925B00/vc_redist.x86.exe
64 bit
https://download.microsoft.com/download/9/3/F/93FCF1E7-E6A4-478B-96E7-D4B285925B00/vc_redist.x64.exe

Minimum System Requirements

	Windows	**Mac**
Operating System	Windows 10	Mac OS 10.13 High Sierra
RAM (Memory)	8GB	8GB
HDD Storage	100GB	100GB

Limitations
Not suitable for mobile devices
Cannot be accessed by remote desktop or proxy server
Printing is not permitted