SHERIDAN REPRINTS

FAQ for Sheridan Original ePrints

What exactly is an ePrint?

An ePrint is an electronic file encrypted with DRM (Digital Rights Management) security to control whether or not the ePrint will open and print. The open and print privileges depend on the permissions granted to the end user by the publisher.

To launch your ePrint product for the first view, your computer will need to be connected to the Internet. You will be prompted to either "Run" or "Save" the file. We recommend you save the ePrint file to a location on your computer where you can locate and activate it at a later time.

How do I launch my Original ePrint for the first time?

Simply click on the link that is embedded in the email you received. You will be prompted to either "Run" or "Save" the file. We recommend you **save** the ePrint file to a location on your computer where you can locate and activate it at a later time.

To open the saved ePrint file simply double-click on the file icon you saved to your computer. **You must be connected to the Internet the first time you open your ePrint.** This one-time Internet connection allows your ePrint to validate itself.

Do I need to save the Original ePrint file to my computer?

Although it is possible to "Run" your ePrint from the link embedded in the email, we recommend you save the ePrint file to a location on your computer where you can locate and activate it at a later time.

Do I need to be connected to the Internet to view my Original ePrint?

After you have launched your ePrint for the first time you will not need Internet access for subsequent viewings **provided the ePrint is saved to your computer.** Although you may "Run" the ePrint from the link embedded in the email, an Internet connection is required to do so.

Why am I unable to open the ePrint?

A) You may be working from a Mac platform. Your ePrint is PC-compatible only. Contact tech support (or your publisher / sales representative) for more information.

B) Check your internet connection, you need to have a live connection to open your ePrint for the first time.

C) Access privileges may have expired. Please contact your publisher or sales representative to renew.

Why can't I print my ePrint?

Access privileges may have expired or permission may be denied. Please contact your publisher or sales representative to renew or confirm.

Can I email my ePrint to someone else?

In some cases, yes. This depends on the permissions granted to the ePrint by the publisher. Please contact your publisher or sales representative to confirm.

Can I place the ePrint onto my web page?

You can store the ePrint file on your web server and link to it as you would any other file. You can also place the link on your web page, while the ePrint file would remain on our server. Please contact tech support if you are having difficulty placing your ePrint on a web page.

Will I be alerted before my ePrint privileges run out?

Yes, your ePrint will provide a screen alert when you have one remaining view or print.

Will I be alerted when my ePrint privileges have run out?

Yes, your ePrint will provide an alert when access privileges have expired. Please contact your publisher or sales representative to renew your access.