

GETTING STARTED

with the
Locklizard **Safeguard Web Viewer**

This document will provide a quick & easy guide on how to use the Safeguard Web Viewer to view documents from your publisher.

The **Locklizard Safeguard Web Viewer** is a Digital Rights Management (DRM) product used to view proprietary PDC documents from a publisher in a browser.

NOTE: The Safeguard Web Viewer is available on all modern browsers, regardless of OS.

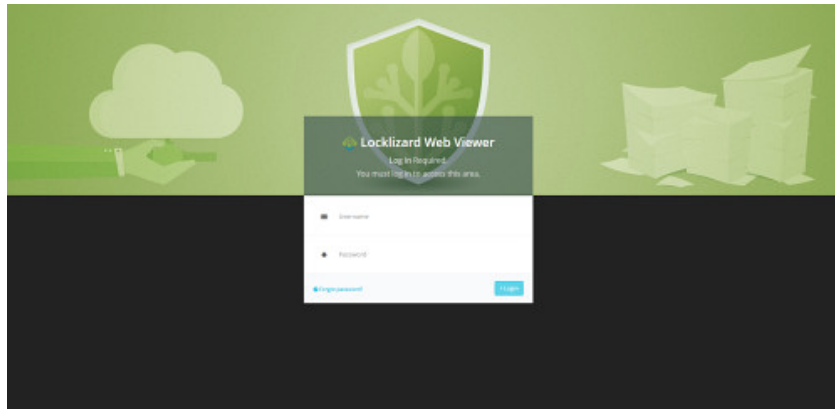
In order to start viewing documents, you'll need to have received an email from a publisher, containing the URL (Web address) of the Web Viewer, alongside a username and password.

When opening a document, you might see some features that are unavailable or limited (prints, views), custom watermarks, expiry dates, etc. These are all set-up by the publisher of the document, and each document may have different settings applied. The publisher is the only one who knows the exact settings used and can modify them.

NOTE: We recommend downloading the [Safeguard Web Viewer manual](#), for future reference.

1. LOGGING IN

On any device with a modern browser, proceed to the Safeguard Web Viewer URL from the license email you received.



In the login boxes, enter the **username** and **password** from the license email, then click the 'Login' button.

Please make sure to write these **exactly as they are provided in the license email**, and if you choose to copy-paste the information in, make sure that no leading or trailing spaces are copied over by mistake.

NOTE: You might receive a message stating “**You have not been granted access to this system**”. Double-check that the username and password were written correctly, and if you still receive that message then contact your publisher.

2. OPENING DOCUMENTS

Once logged in, you will be presented with the dashboard, containing a **list of documents** to which the publisher awarded you access.

You can sort documents by their **name**, **ID** (internal identifying number), **size** and **date they were published**. Some documents might also have **tags** applied – if you click a tag, either underneath a document's name or in the left bar, all the documents containing that tag will be displayed.

Clicking on a document's name will open that document in the browser tab. You can choose to open several documents, in different tabs, though note that this might impact performance, depending on your device's hardware.

NOTE: After a period of inactivity, the Safeguard Web Viewer will close the displayed document and take you back to the dashboard (list of documents).
After longer periods, you will be asked to log in again.

Some documents might have printing enabled, while others won't – if you would like to print a document, or extend its expiry date, add views, etc., please contact your publisher directly and inquire about the options they offer.

F.A.Q.

Q: Where is the license email? (I didn't get a license email.)

A: Please check your Spam / Junk folder for the license email, just in case it ended up there.

Q: I want to open / view a PDC document but I don't have a login / license.

A: Please contact the publisher of the document directly and inquire about this, they are the only ones who can provide it.

Q: What browsers can I use to view documents in the Safeguard Web Viewer?

A: All modern browsers (e.g. Edge, Safari, Firefox, Chrome, etc.) are supported by the Safeguard Viewer, regardless of the operating system of your device.

So, you can open and view documents on both computers (Windows, Mac, Linux) and mobile devices (phones, tablets with Android or iOS).

Q: How can I print my document? The option is not present.

A: Printing may be disabled or restricted for that document. You will need to contact the publisher of the document and check if they offer this option for that document.

Q: Error: "The maximum number of users are currently logged on for this account."

A: This means you are currently logged in to the Web Viewer on another device. If you log out there, you will be able to log in normally on the other one. If you aren't logged in on another device, then you might have closed the tab without logging out. That session will be automatically terminated after about an hour, after which you can try again.

Q: Error: "Too many login attempts."

A: This occurs if you have entered the incorrect username or password too many times in quick succession. Please contact your publisher directly, at the address in the license email you received.

Q: I am getting an error message, what can I do?

A: All error messages and their recommended fixes are explained on the Safeguard Knowledgebase, available here: <https://kb.locklizard.com/>. You can also contact your publisher, via the support address in the license email you received.