

Frequently Asked Questions

DRM Content (#s 1-9 to fall into this category and cascade from main DRM Content heading)

1. What is DRM content?

DRM stands for “Digital Rights Management” whereby the content being displayed has pre-determined permissions that may restrict the duration of access, printing, downloading, copying, sharing, and the maximum number of devices to be activated. License terms are outlined in the Digital Terms section of product descriptions for content hosted on Actuarial Learning.

2. Does DRM content require special software or programs?

DRM protected materials cannot be read using Microsoft, Adobe or similar programs. Documents will initially display in a web eReader for most standard browsers (see question 3: What are the system requirements for using DRM content?). Devices need the most current version of Java, or a Java browser extension, to be able to use the eReader. For offline viewing, users are required to download and install the authorized desktop offline player and/or a mobile application.

IMPORTANT NOTE: The desktop offline player is required for printing. If you are not allowed to install third-party programs, act as an administrator on your device, or install the desktop offline player with corporate IT support, you will not be able to print DRM content. There is no other method to print and no exceptions will be made. Individuals facing these technical limitations but wishing to work with a printed copy of the study material should purchase a printed version. In rare cases where a printed version is not offered for sale, please contact the bookstore to inquire as to the availability of “print on demand” purchases.

To view and/or test eReader functionality please visit: [Sample DRM](#)

3. What are the system requirements for using DRM content?

Desktop	Platform	Browser Support	RAM
	Windows 10	IE 11, IE edge, Mozilla, Chrome	Minimum 2GB
	Windows 7	IE 10, IE 11, Mozilla, Chrome	Minimum 2GB
	iOS	Safari, Mozilla, Chrome	Minimum 2GB

Mobile	Device	Operating System	Device type
	Android	4.4: KitKat and up 6.1: Marshmallow	
	Apple	8, 9, 10	All running with this iOS OS versions (IE) 8, 9, 10

Offline	Platform	Browser Support	RAM
	Minimum Windows 7	IE 10, IE 11, Mozilla, Chrome	Minimum 4GB
	iOS	Safari, Mozilla, Chrome	Minimum 4GB

NOTE: Java or Java browser extensions are required.

4. Can I view a sample of DRM content?

Yes, [click here to view a sample](#) of our DRM technology and its features. Please note that the features available for a particular document may vary based on author or publisher preferences. See Terms and Conditions by document, within the product description, for more information.

5. Can I take notes or mark-up DRM protected content?

Yes! Our eReader has these features and more, making our digital content an even more powerful study tool. Please watch our [Features Overview Video](#) or [Sample DRM](#) to learn more.

6. Is DRM content available in different digital formats?

No. The DRM format for digital content allows us to protect our authors from copyright infringement. Restrictions and requirements of DRM content are clearly explained in the Digital Terms section of the product description.

7. How do I access my digital content?

Most digital manuals may be accessed from any device, online or offline. To access a digital content file for the first time, you will need to have access to the Internet and your email. Please check your inbox for a message containing a keycode to your digital content. If you have not received an email with your keycode, please check your spam and junk folders.

Sign in or create an account on [ActuarialLearning.com](https://www.actuariallearning.com). After sign-in, a grey or white text field will appear at the top of the webpage asking you to enter your new keycode. This is the keycode sent via email. Enter the code and select “Update”.

After you have entered the keycode, the title of your digital content will appear under the “My Learning Tools” header further down the web page. Clicking on the title will bring you to a content home page. Newly assigned DRM content will be shown in a gold title bar. Click the title to activate your DRM content. Once activated, the title bar will turn green.

Click the green title bar to open the digital document reader in your browser. Your digital content is now available online, offline using a desktop offline player (restrictions may apply – see instructions below), or on a mobile device.

8. How do I access my digital content offline?

In order to access your digital content offline, you must first access it via [ActuarialLearning.com](https://www.actuariallearning.com). Once you are in the digital document reader, select this button from the top nav:



This will open a prompt with instructions to download the designated desktop offline player and link it to your content using an activation key (found at the bottom of the pop-up prompt.) Keep this window open, as you will need to copy this keycode.

Download the desktop app and install it using your device’s operating system prompts.

After installation, click “Finish” to launch the offline player. Select the activation code option on the login screen (a link found under the login credentials fields.) Enter your activation keycode from the prompt to formally link the desktop offline player to your DRM content library. (This is a one-time process.)

After activation, your files will be displayed in the offline player’s library list, where you can download them for offline viewing, reading, taking notes, or printing where applicable.

9. How can I print digital content?

Please check your product license terms for print authorization details.

Printing digital content requires the use of our designated desktop offline player. To install and activate the desktop offline player, open your document in a new web browser window.



At the top of the page is an icon of a box with an arrow pointing right for “offline”. Select this icon and follow the instructions to download the application and use the keycode provided to link the application to your content library.

Print orders must be submitted via ActuarialLearning.com.

Return to the document page in Actuarial Learning, and click the How To Print button. After reading the instruction, click the PRINT button in Actuarial Learning, and enter the page(s) or range you wish to print. Once your print request in Actuarial Learning is communicated to the DRM content server, proceed to the desktop offline player to refresh your library. If the document is still open in the eReader from before you made the request, please click both the “refresh” symbol at the top of our digital desktop offline player and the eReader browser page in order for your approved print request to become active in your document. Click the PRINT button which appears within the web eReader and not the print button for your browser. An eReader print dialogue box will appear; enter the final confirmation to print.

To modify, change, or reprint pages, you must always return to ActuarialLearning.com and submit a new print order. New or modified print orders made from within the desktop offline player will not take effect. Attempting to print pages within the desktop offline player, not part of your recent print order request, will result in error messages. Return to ActuarialLearning.com for all new print requests. Provided you have not submitted print orders in excess of the total number of pages allowable, returning to ActuarialLearning and submitting a new print order will give you permission to print the pages that you choose, within the terms of your license.

When your print request is accepted, you will see the notification: *Your print request was successful! You are now ready to print your DRM content.* Open the desktop offline player and click refresh at the top of the screen. Once refreshed, open the document matching the print order you submitted and select the print icon. The range of pages you have specified will automatically be designated as the permitted print range. Please be sure to print these pages within 5 business days and within 3 print attempts. If you wish to print different pages, simply return to the pages in ActuarialLearning, select print again and enter the desired pages when prompted.

Videos (new section)

Why will my videos not display?

Make sure your device has the most recent version of flash or a flash browser extension.