

Troubleshooting Common Thomson EIKON Issues

1. To Change Language of Displayed Content

- a. Click the Person Icon on the far right



- b. Click the Flag Icon



Profile



Language

CC

- c. Choose the language of choice
 - i. NOTE: After clicking Apply, you must click the browser refresh icon for the language change to go into effect

Choose language:

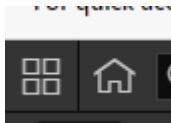
English

Important:

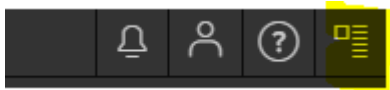
1. You must restart Refinitiv Workspace for any language changes to take effect.

2. To Switch Back to EIKON's Standard Dashboard

- a. If you log into EIKON and you see a page with these icons in the upper left corner, then you have landed on a Refinitiv Workspace that another student created



- b. To switch back to a standard dashboard
 - i. Click the horizontal bands icon on the upper right corner
 - ii. Click Switch to Eikon



- iii. The Feedback box below will pop up
- iv. Click Switch to Eikon

Feedback

Tell us why you're switching back to Eikon

This will help us make Refinitiv Workspace the best product for you.

Tell us more (optional)

I would like to participate in Refinitiv user research

SWITCH TO EIKON

- v. Click the Orange circle icon on the upper left corner
- vi. Click the Home app
- vii. Eikon's standard dashboard will display

