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
   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

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 Refinitive 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

Important:
1. You must restart Refinitive Workspace for any language changes to take effect.
v. Click the Orange circle icon on the upper left corner
vi. Click the Home app
vii. Eikon's standard dashboard will display