

**Smarteca**  
Frequently Asked Questions

These Frequently Asked Questions relate to the Deloitte specific aspects of the Deloitte manuals, downloading for offline use and obtaining support. A more extensive list of [FAQs](#) is available on the Smarteca website.

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# 1 How do I access the Deloitte manuals for free?

The Deloitte GAAP and iGAAP manuals are available to Deloitte clients and contacts by giving consent for your email address to be shared with Wolters Kluwer solely for the purpose of granting complimentary access to the manuals. If you have not received a complimentary access request email from your Deloitte contact then please get in touch with them to request one.

## 2 Why do I need to register on the Smarteca system and is it free?

Registering for a free Smarteca account at <https://eshop.smarteca.co.uk/login> gives you access to the Smarteca eReader and allows you to access it from any device and any location.

# 3 What publications are covered by my complimentary access?

Your complimentary access provides you with access to the global versions or UK versions of the Deloitte manuals. These are:

- iGAAP 2016 Volume A: A guide to IFRS reporting
- iGAAP 2016 Volume B: Financial Instruments – IFRS 9 and related standards
- iGAAP 2016 Volume C: Financial Instruments – IAS 9 and related standards
- iGAAP 2016 Volume D: IFRS disclosures in practice

or

Our GAAP 2017 manuals cover all UK legal, regulatory and financial reporting requirements. The complete volume listing includes:

- Volume A: UK Reporting - Legal and regulatory framework
- Volume B: UK Reporting - FRS 102
- Volume C: UK Reporting - IFRSs Parts 1 & 2
- Volume D: UK Reporting - IFRS 9 and related standards
- Volume E: UK Reporting - IAS 39 and related standards
- Volume F: UK Reporting - IFRS disclosures in practice (Available in eReader format only)
- Model annual report and financial statements for UK listed groups
- Model annual report and financial statements for UK unlisted groups - FRS 102

## 4 Am I permitted to choose only selected volumes from these sets?

Your complimentary access gives you access to all volumes, however you can use the Archive feature in Smarteca to hide the volumes you do not require while still retaining access if needed.

# 5 What if I need both International and UK sets of manuals?

Please get in touch with your Deloitte contact who can help you.

# 6 Can I share my login?

Your login allows you to personalise your use of Smarteca across devices and should not be shared. If your colleagues require access then please get in touch with your Deloitte contact who can help you.

# 7 How long will I have access to the 2017 and previous manuals?

You will have access for as long as the 2017 manuals are available on the Smarteca system (3 years). If you also have access to the 2016 manuals these will be available for another 2 years and the 2015 manuals for another year.

# 8 Will the books be updated over time?

The Deloitte manuals are updated annually.

# 9 What happens if I change my email address and how do I update my details?

You can update your personal details in My Account <https://eshop.smarteca.co.uk/customer/info> or by clicking the cog icon  on the top right hand side of the Smarteca window.

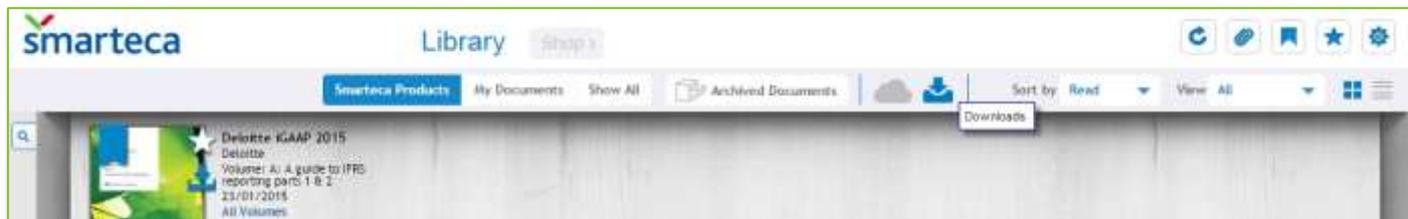


# 10 How do I download a manual for use offline?

Before you start working offline, you need to download the products you want to access:

Log in (tick Remember password)

- Create a shortcut or bookmark to <http://www.smarteca.co.uk/Library/Library/Home>
- On the device you will be using offline, open the suite of volumes and then click the arrow icon  that appears on the cover of each volume. Notice the colour changes to blue once the download has completed.
- If you use an iPad or similar device, you may be asked if you are happy to "Increase Database Size - Do you want to allow http://www.smarteca.co.uk to use up to 25mb of storage on your iPad". If you click Increase, the product will continue to download, but if for instance you have very limited storage available you may prefer to cancel the download. Obviously in the latter case you will not then be able to use the product offline. You might find an alternative device, such as your laptop has more storage available for downloading these volumes.
- On an iOS device you may find that if you have cleared your history, you need to add the Smarteca page to your "reading list" whilst you are online, in order to access it when you are offline. However, normally the page will be remembered automatically.
- To access the content once you are offline, open your Internet browser and access the Smarteca shortcut or bookmark or access the shortcut on your desktop or home screen.
- Click the downloaded icon that appears in the top bar of the Library, and you will find your downloaded product in the library.



# 11 When I am offline why does my Library not display correctly?

The <http://www.smarteca.co.uk/Library/Library/Home> link should take you to your Library. If not then the next time you are online, you should tick the Remember Password box when logging in and ensure that your cache is not being cleared when you exit the browser. (This may be a setting that you cannot change and will prevent offline use).

# 12 How do I copy text from the manual on an iPad or iPhone?

Copying text in Smarteca on an iPad or iPhone is currently not available directly in Smarteca, but can be done by selecting text and clipping it to a Folder, then either Sending that Folder to a colleague or Saving the folder and using standard iPad Select and Copy features.

# 13 What is the purpose of the icon?

This icon displays a pop-out version of the table / item immediately below it to provide a better layout. This is particularly useful when the layout is complex or the item spans multiple pages. Click the icon to display the pop-out.

The securities were reclassified at their fair value at the date of reclassification ([date]).	
	
	Year ended 20XX
	£
Fair value gain/(loss) recognised in the period in respect of financial assets reclassified from held for trading to available-for-sale:	
- in profit or loss	
- in other comprehensive income	

# 14 What should I do if I keep getting an error trying to access a title?

If the error message "An error occurred while reading the document." appears consistently then we recommend you clear your browser cache. If the problem persists, then please get in touch with your local Deloitte contact.

An error occurred while reading the document. Please, try again in a few minutes and if the problem continues contact Customer Services on 0844 561 8167

Accept

# 15 How do I clear my browser cache?

Sometimes it is necessary to clear or refresh the browser cache to rectify a problem or reset your browser. Guidance on how to do this for different browsers is available here <http://www.refreshyourcache.com/en/home/>

Note that after clearing your cache you may need to download your titles again for offline use.

# 16 Why do some tables or examples not display correctly?

Due to the way Smarteca and some browsers display complex content some tables will not display correctly.

Click the  icon where available to view the table or example in a pop-out window.

# 17 How do I change to single column view, font size and background?

Some manuals display better in single column view and this can be changed in the View Settings icon at the bottom right of the Smarteca window.



Click the icon to select different view settings, including font size, background colour as well as single or 2 column view and then click Apply Changes.

Note that there is currently an issue with Firefox itself that does not allow a change from 2 column view.

# 18 Will I be contacted by Wolters Kluwer, the suppliers of the Smarteca technology?

No.

By registering and using the coupon for your copy of the Deloitte manuals you will not be added to the Wolters Kluwer CRM or customer database and will not receive:

- Marketing materials from Wolters Kluwer or any other third parties related to Wolters Kluwer, unless you had specifically requested such.
- Subscription renewal or other notices or invitations, unless you are already a customer of Wolters Kluwer; you require goods and/or services outside the scope of the access to GAAP or iGAAP given by Deloitte LLP or you require an enhanced subscription not available through Deloitte LLP.
- Invitations to participate in any survey, competition or prize draw and/or other customer inducement exercise issued by Wolters Kluwer from time to time.

The one exception to this is if you have a technology support enquiry which is escalated to Wolters Kluwer, then they may need to contact you directly to troubleshoot and resolve the issue.

# 19 How do I obtain further support?

You can find more information as follows

- [Additional FAQs](#)
- [User Guide](#)
- Contact DTTL Technology Support email: [dtltechnologysupport@deloitte.com](mailto:dtltechnologysupport@deloitte.com)

Alternatively get in touch with your Deloitte contact.

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