

## **General**

### **What is Zinio for Libraries?**

Zinio for Libraries, the world's largest digital library newsstand, offers full-color, interactive digital magazines. Browse from your library's collection of popular titles with no holds, no checkout periods, and no limit to the number of magazines you can download.

- **Current Issues** — New issues are released simultaneously with the print edition and are ready for immediate download.
- **Easy browsing** — Browse your library's collection of titles one at a time, by title, by language or by category.
- **Manage your collection** — Check out magazines and manage your collection on your library collection site.
- **Read Instantly** – Read within your library collection on your computer (both PC and Mac.)
- **Download to Apps** – Download checked out magazines to a free library Read-only app for iPad, iPhone/iPod Touch, Android and Kindle Fire HD/HDX.
- **No limits** — Check out as many issues as you want and keep them in your account indefinitely.

Zinio for Libraries, serviced by RBdigital Gateway from Recorded Books, is the library collection and patron access side of this digital magazine experience.

### **Who has access to Zinio for Libraries?**

Any active library patron with a proper library card/barcode and/or approval from a library may create a library collection account and check out library collection magazines. Check with your local library information desk or reference staff if you have any questions regarding your library membership or approval.

### **Are there any minimum system requirements?**

Yes.

To access your library's collection page and view the titles:

#### **Windows Vista and higher:**

Preferred browser: Google Chrome

Alternative browsers: Firefox 3.6 and higher, Internet Explorer 10+ and higher (IE10+ required for instant HTML5 instant reader; IE8 and older are not supported.)

Screen resolution: 1024 x 768 or higher

#### **Mac OS 10.5 and higher:**

Preferred browser: Google Chrome (supports HTML5 instant reader)

Alternative browser: Safari 5 and higher

Screen resolution: 1024 x 768 or higher

### **What is the average magazine size?**

Most magazines range between 50-100MB, but graphic-heavy magazines are larger and may range between 100-300MB or more.

### **Do I need to be online to check out magazines?**

Yes, your library collection site is only accessible online.

### **Do I need to be online to read magazines?**

### Do I need to be online to read magazines?

You can stream magazines to your PC/Mac via the HTML5 instant reader (see required browsers).

You can also read them offline on your mobile device. Supported mobile devices include iPad® and Android™. iPhone®, Kindle Fire™/Fire™ HD/Fire™ HDX, PC/Mac coming soon – mid 2015

**Note:** You cannot read a magazine from a mobile browser. It must be downloaded to your device and read via an app.

### Am I able to access my magazine account on more than one computer or mobile device?

Yes, you may use multiple desktop or mobile devices with your single username and password. The limit is 17 devices with five (5) simultaneously being open at any one time.

### Why do I have to log in twice?

You do not need to log in twice. Your one account in your library collection enables the instant reader online and the available mobile apps. The apps will require a one-time log in with the same log in credentials as your library collection account.

### How do I find user documentation?

User documentation is located in the Help link. You can download the User Guides provided by Zinio for Libraries. Your library may have other user guides available, so check on your library website or with the Information Desk.

### How do I watch an overview video?

The overview video is located in the Help link. You can access the video by choosing the option "Watch a Tutorial."

### What is the RBdigital Gateway?

RBdigital Gateway is the service partner for your local library Zinio for Libraries collection. RBdigital is part of Recorded Books, a global independent publisher of audiobooks and library educational and online services, such as Zinio for Libraries.

## **Library Collection: Creating an Account/Log In**

### What is a library collection account?

The library collection account connects you to your local library collection and allows you to check out and read magazines.

### How do I create a library collection account?

Go to the library's Zinio Library Collection page. Browse the collection and click on a magazine to check out. Click the "Create an Account" link, enter the required information, and click submit.

### Why do I need a library collection account?

A library collection account is required to ensure you are an active member of your local library. The account enables the magazine to be available for check out, lets you check it out at no charge, read it and keep it in your personal collection without having to return the magazine.

### I already have another RBdigital Gateway account. Can I use it for logging in to Zinio.com?

Yes, if you already have another RBdigital Gateway–serviced product account, you can log in as a returning user with the same email and password credentials.

### Do I have to log in before checking out a magazine?

No, you'll be prompted to log in during the check-out process.

## **Searching the Collection**

### **How do I know what is in the magazine collection?**

The easiest way to see the entire magazine collection is to click the magnifying glass in the Search box, which is located in the upper left side of the browse magazine collection pages. Your library collection will be listed in alphabetical order. You can also use the Next/Previous tab located on the upper right side of the browse magazine collection pages.

### **How do I search for magazines in alphabetical order?**

Click the magnifying glass in the Search box, which is located in the upper left side of the browse magazine collection pages. Your library collection will be listed in alphabetical order.

### **How do I do a keyword search?**

The easiest way to do a keyword search is to click into the Search box with the magnifying glass located in the upper left side of the browse magazine collection pages. Type in a word and magazines with that portion of the word will be listed.

### **How do I do a genre search?**

The easiest way to do a genre search is to click the "All Genres" drop-down box located in the upper right side of the browse magazine collection page. Scroll to the desired genre and the available magazines will be listed.

### **How do I do a language search?**

The easiest way to do a genre search is to click the "Languages" drop-down box located in the upper right side of the browse magazine collection page. Scroll to the desired language and the available magazines will be listed. You may also do a genre search within your searched set of language selected magazines.

### **How do I search for magazines one page at a time?**

Click the Next/Previous tab located on the upper right side of the browse magazine collection pages.

### **How do I search for back issues?**

Back issues for magazine are available from the time the library started subscribing to Zinio for Libraries and may be checked out at any time.

To access the back issues, click on the cover of your magazine of choice and the current issue, along with and the four most recent issues will be listed. There will be an additional link in the lower left side under the four most recent issues if additional back issues are available.

## **Checking Out an Issue**

### **How do I check out a magazine?**

Check out a magazine by clicking on the magazine cover to open the product detail page.

After selecting the check-out button, you'll be prompted to log in (if you aren't already logged in) to complete your check out.

Upon completed checkout, a Success window opens confirming the checkout with additional options to Browse for additional magazines, Start Reading using the Instant Reader Viewer (PC/MACs), and select the opt-in notification to be sent an email when the next issue of the publication is available for checkout.

### **Do I need to be logged in before I check out a magazine?**

No, you can log in during the check-out process.

### **Can I check out more than one magazine at a time?**

No. You can check out as many magazines as you like, but you must do it one at a time. You'll have the option to continue browsing when your magazine Success checkout window opens.

### How many total magazines can I check out at one time?

You can check out as many magazines as you want — there is no limit. All checked out magazines are displayed in the My Collection link within your library collection. The My Collection link displays after you are logged in.

**Note:** The mobile Read Only apps have a 500 newest issue display limit in the For Libraries apps.

### Is there a time limit for checking out magazines?

No, there is no time limit. Once you check out a magazine, it will remain in your personal reading account until you delete it.

### How do I go from my library collection account to read magazines I checked out?

From the Success check out window select Start Reading and an Instant Reader Viewer will open in a new browser window (PC/Mac only.) You may also click on a magazine cover or Read Now icon from within the My Collection personal account link.

If you are using a mobile device to check out magazines in a mobile browser, you need to use a supported mobile App to read your magazines. Instant mobile browser reading is not yet available (coming soon.)

## **Zinio.com Account (optional): Creating an Account/Log In**

### What is the Zinio.com account?

The Zinio.com personal reading account is a regular Zinio.com account used by both the library patron and the paying consumer on Zinio.com. It is NOT REQUIRED for a library patron to read magazines in Zinio for Libraries.

You may use Zinio.com as needed if you have both a library account for your library magazines AND a personal purchase/commercial account for additional content purchased directly from Zinio.com.

### Why do I need an account to read the magazines?

You DO NOT need a commercial Zinio.com. The Zinio.com personal reading account is a regular Zinio.com account used by both the library patron and the paying consumer on Zinio.com. It is NOT REQUIRED for a library patron to read magazines in Zinio for Libraries.

You may use Zinio.com as needed if you have both a library account for your library magazines AND a personal purchase/commercial account for additional content purchased directly from Zinio.com.

### Do I need to use the same email address I used in the library collection account?

Yes, the same email address is required to connect the library collection account with the Zinio.com account.

### Why is Zinio.com asking me to pay for my magazine?

This should not happen, but if it does, the most likely reason is that you signed in from the consumer/commercial log-in location during check out, not the library check-out space. The library check-out login is located at the center of the Zinio.com login screen.

## **My Collection – Within the Library Collection Site**

How do I access my checked out magazines in the Library Collection Site?

When you are logged in the My Collection link appears above the Genre and Language search drop down boxes.

You may also go to My Collection link from the Personal Account Drop down located to the right of your log in name on the top of the Library Collection Site page.

### Why don't I see the magazine I checked out when I'm logged in?

The personal reading account automatically sorts magazines by the newest issues and the magazine you checked out may not be the newest magazine issue by release date in your personal collection. You can choose to see all your magazines or change the order of the magazines from date order to unread first.

### Where are my magazines stored?

Magazines are stored online for streaming, however if you download a magazine via one of the apps, the magazine will then be stored on your device.

### How do I read a magazine from My Collection?

Read magazines by selecting the Read Now icon in the lower left of each checked out magazine; or click on the magazine cover image.

### How do I check out additional magazines from My Collection?

Check out additional magazines by first going back to the Browse Magazine Collection by selecting the link link appears above the Genre and Language search drop down boxes.

## **Reading a Magazine: Online Browser**

### How do I read a magazine online in my computer browser?

Instant Reading is available for PC/MAC users. Select the Start Reading button on the checkout Success window; or select the Read Now icon or click the checked out magazine cover in My Collection link within the Library Collection Site.

### Can I read a magazine online with a mobile device?

No, mobile devices require a supported Zinio for Libraries app and require the magazine to be downloaded and read offline. Supported mobile devices include iPhone®, iPad®, Android™, Kindle Fire™/Fire™ HD, These apps are free and available from the devices app store.

### Why do I need an app to read a magazine on my mobile device?

Mobile device apps are needed because a full version of Adobe Flash is required to read a magazine.

### How do I navigate through the magazine using the online viewer?

You have several options to view your magazine.

- To turn a page, click on the right (or left) side of the streaming magazine page or click on the right (or left) arrow in the navigation menu, which is on the lower right side of viewer window.
- To view the entire magazine page spreads at once, click on the grid view on the left of the Instant Viewer Display.
- To view the magazine's table of contents, click on the table of contents icon at the top of the Instant View Display, which is located on the lower middle side of viewer window.
- To update your preference on viewing a magazine, click on the "gear" icon and select the preferences you want to update.
- If you need help with the online viewer, click on the question "gear" icon and select the help reference you need.

**Note:** This help link is for general support for your Instant Viewer Display. To get comprehensive help, click the help link on your library collection site – or email [ziniosupport@recordedbooks.com](mailto:ziniosupport@recordedbooks.com).

### Can I print one or more pages from my checked-out magazine?

Print a page or page spread at a time by doing a screen print and copying the page into a Word processor. Scale image to size and print.

### Can I post articles to my social media accounts?

To post articles to social media accounts requires doing a screen print and posting the page as a photo.

### Is the online viewer ADA compliant?

The site is 508 compliant but not full ADA compliant.

### How do I bookmark in the online viewer?

Bookmarking is not available in the online browser, however, you can bookmark when using the apps.

#### Why am I having trouble viewing my magazines using Safari in my Mac?

Safari browsers require a version of the Instant Viewer coming out soon. Use iOS Chrome and you may use the Instant Reader Viewer.

Currently, Mac Safari users need to continue to use the Zinio.com commercial account Your Library site tab to instant view.

## **Reading a Magazine: Zinio for Libraries Mobile Apps**

#### What is a Zinio for Libraries mobile app?

A Zinio for Libraries personal account mobile app is a READ ONLY app which allows enhanced reading options, including reading offline via downloaded magazine and bookmarking.

#### What Zinio.com apps are available?

There are apps for the iPhone®, iPad®, Android™, Kindle Fire™/Fire™ HD.

#### Are the Zinio.com apps free?

Yes, the Zinio.com apps are free. If you are asked to purchase a Zinio.com app, you are not using an official app and you should exit the install immediately.

#### Do I have to check out magazines again to work on the apps?

No, your library collection account checked-out magazines are available on all the supported apps. Log in to your app using your Library Collection Account email and password. You will be asked to select your country, state, and library on the first time you log in. You will remain logged in indefinitely until you elect to log out. Your checked out magazines will automatically load into your App. Click the download cloud icon next to each magazine issue to download and read your magazines.

**Note:** Apps show the 500 most recent magazines you've checked out so over time you may have more magazines in your online desktop account than available through your app.

#### Can I check out additional magazines in the app?

No, all magazines are checked out via your library collection account. The app is only for reading magazines you have checked out.

#### Is there a magazine limit for the apps?

Apps show the 500 most recent magazines you've checked out so over time you may have more magazines in your online desktop account than available through your app.

#### How do I find the Zinio for Libraries app for my device?

App links are available on the library collection page footer.

#### Can I read a magazine online using a mobile device?

No, you must first download the magazine issue on your device. Reading is offline.

#### I'm getting a message saying my mobile device requires a full version of Adobe Flash to view the Zinio magazines. How do I download a full version of Adobe Flash?

Mobile devices do not have full Adobe Flash versions available. This message is most likely the result of trying to open the magazine in a mobile browser. All mobile devices require the app to open to read a magazine (the full Adobe Flash version is built into the app.)

#### How do I download a magazine to my app?

You can begin downloading a magazine to your app by clicking on the down arrow.

**Note:** You need to be online to download the magazine.

Will the downloaded magazine be available if I'm offline?

Yes, the downloaded magazines will be available if you're offline and/or without an Internet connection.

How do I navigate the magazine using the app viewer?

Navigation is very consistent with the online experience, with enhancements based on the device. For example, on an iPad zooming is done by pinching out rather than by clicking on the magnifying glass.

Can I print one or more pages from my checked-out magazine using the app?

No, direct printing from an app is not available. Screen print the page you want to print and save it as a picture and import the picture into a word processing document to print.

Can I post articles to my social media accounts?

Not directly, you need to screen print the page you want to print and save it as a picture and import the picture into a social media post.

Can I email articles from a checked-out magazine?

Yes, for iPad app if the article supports the text-view feature (a text icon link will appear at the footer of the article if compatible).

Are the Zinio.com apps ADA compliant?

Mobile apps have settings for increasing screen size, but are not totally ADA compliant. Check with Zinio.com app support for compatibility of your device and settings.

Can I read an article with just the text (no graphics)?

Yes, in mobile apps (not with desktop app) an article may be viewed in page view (with graphics) or in text view. A text selection box appears at the beginning of enabled articles.

How do I bookmark in the apps?

Bookmarking is available with the apps, both desktop and mobile.

**On the desktop app:**

Locate the star icon next to the social media "+" icon. Select the page to bookmark and click save.

Checked-out magazines may be sorted via bookmarks by changing the view from magazines to bookmarks.

## **Managing Personal Magazine Issues: Online Collection**

Is there an online magazine quantity limit for my personal account collection?

There is no limit. Check out as many magazines as you wish and keep them as long as you like.

How do I remove a magazine from my online collection?

Remove a magazine from your online collection by selecting the My Collection link and click on the trash can icon in the lower right of the magazine cover, confirm delete.

Remove a magazine from your app by selecting the Edit link in the upper right of the app collection dashboard. The magazine you've downloaded will appear and click on the X in the upper left corner of the magazine cover.

If I remove a magazine from my online collection, does it remove the magazine from the apps?

No, removing a magazine from the online collection does not remove it from the apps, and vice versa.

How do I know what magazines may be read online and offline for a particular mobile device?

All magazines may be read online on a PC/Mac or offline after downloading to apps.

## **Managing Personal Magazine Issues: App Collection**

Is there an app magazine quantity limit for my Zinio.com personal account collection?

Yes, only the 500 newest issues will appear in the apps.

How do I remove a magazine from my app collection?

A magazine only needs to be removed if it is downloaded.

Remove a magazine from your app by selecting the Edit link in the upper right of the app collection dashboard. The magazine you've downloaded will appear and click on the X in the upper left corner of the magazine cover.

If I remove a magazine from my app collection, does it remove the magazine from the online collection or other mobile apps?

No, removing a magazine from the app collection does not remove it from the online collection, and vice versa.

How do I check out additional magazines from my app?

You cannot check out additional magazines from the app, it is only for reading personal checked-out magazines.

Check outs only occur online in your library's Zinio for Libraries Collection Site.

## **Checking Out Additional Magazines**

How do I check out the next issue of a magazine?

All new issue check outs are completed in your library collection account. Search for your magazine, click the Checkout Now Icon or click on the cover for more detail and then select Checkout.

How do I check out more magazines via the Zinio For Libraries app?

You cannot check out additional magazines from the app, it is only for reading personal checked-out magazines. Checkouts only occur via the library collection site.

## **Troubleshooting**

Why am I receiving a voucher for the Zinio.com store when I set up my new account through my library?

This may only happen if you activated a commercial Zinio.com account. Library patrons do not need a Zinio.com account as your library collection account links to the Zinio for Libraries Instant Viewer, My Collection personal checked out magazines, the Instant Reader and the mobile apps.

When I click on a magazine on my library's collection page, why am I seeing the message "Sorry. This digital magazine offer or download page cannot be found"?

**The magazine may have already been subscribed to (clicked on) from the library's Zinio Collection page.**

The magazine will appear on the Zinio.com My Library page. Twelve magazines are displayed per page, with a Next button in the lower right hand corner of the page in small print.

**The magazine was previously selected, but was removed from your reading list.**

You can access magazines that have been removed from your reading list and add them back on the Zinio.com website. While logged into your account at Zinio.com in the Read tab, select "View Removed" from the drop down list that defaults to "View All Titles". When the list loads, click on the red button to "Edit your reading list". Click on the + sign over the magazines you would like to add back to your Reading List. Click Done when you are finished.

**You can be at the wrong URL to access your library's Zinio Collection page.**



Please provide the web address where you select the magazines. You can copy and paste this information from the address bar at the top of your web browser.

#### I have selected a title that says "Download For Libraries to Read." What does this mean?

Some publishers only allow their magazines to be read via download and not via the online reader. These titles require a user to download the Zinio For Libraries software app to their PC, Mac or mobile device in order to read the magazine. Clicking on the image of the magazine initiates the download process.

If you have already have For Libraries installed on your PC/Mac or mobile device, you just need to login to your For Libraries app to read the magazine (you will not be able to read the magazine in your Zinio.com "Reading List").

#### I'm having problems downloading For Libraries. What can I do?

In some cases, users may need to manually install Zinio For Libraries app in two steps:

1. Install adobe AIR via this link <http://get.adobe.com/air/>
2. Save the For Libraries installation file via this link <http://imgs.zinio.com/zinio-reader/installers/ZinioReader4.air> and run the file.

#### My Zinio For Libraries app presents me with a blank black screen. Why is this?

There may be a corrupt file that needs to be re-downloaded. Please follow the instructions below to resolve this problem.

1. Close the application.
2. Go to C:\Users\[username]\AppData\Roaming\Adobe\
3. Delete this directory - AIR
4. Reopen the application.

If that does NOT resolve the problem, please try the following:

1. Go to Settings > Control Panel > Add/Remove Programs and remove Zinio For Libraries and Zinio Alert Messenger (if you have that installed)
2. Click Start > Settings > Control Panel -> "Folder Options" (or "Appearance and Personalization")> "Folder Options"
3. Click on the "View" tab. Go down to "Show Hidden Files and Folders" and then click the circle next to "Show Hidden files and folders" to select it and press OK.
4. Delete these folders (you may only have the Zinio Reader folder).

#### **In Vista and Windows 7:**

C:\Users\YourWindowsUserName\AppData\Roaming\ZinioReader4.9...

C:\Users\YourWindowsUserName\AppData\Roaming\Application Data\ZinioAlertMessenger9...

#### **In XP:**

C:\Documents and Settings\YourWindowsUserName\Application Data\ZinioReader4.9...

C:\Documents and Settings\YourWindowsUserName\Application Data\ZinioAlertMessenger9...

#### I have downloaded Zinio For Libraries, but the magazine in my reading list still shows the "... requires Zinio For Libraries to view ..." tag over the cover. I click on it and it takes me to the download page. Why is this happening when I already have the app?

The browser magazine image is tied to the download link; the app will not automatically open. Access the Zinio app on your computer/device and locate the magazine issue and click on the cover within the app to view.

#### How do I find the Zinio For Libraries app for my device?

Zinio magazines can be viewed on supported app-driven devices, including the iPhone®, iPad®, Android™, and Kindle Fire™/Fire™ HD.

The links for the apps are located at the bottom of your library collection site pages.. You can also go to your device's app store to download the free app. Kindle Fire HD/HDX requires a special loading link which is located at the bottom of your library collection site pages.

Open your device's app store and search for Zinio for Libraries, choosing the one that has the Zinio for Libraries icon. There also is a commercial Zinio.com app – select the one the Zinio for Libraries option.

Install this free app onto your device and login with your library collection site credentials to access your downloaded magazine titles. You'll be asked to select your country, state, library and log in information. This will be asked only once upon initial log in.

#### How do I access my library's magazine collection from the Zinio for Libraries app to check out more titles?

The Zinio for Libraries app is used for downloading and viewing titles and does not link back to your library's Zinio collection.

To access your library's collection and check out more titles, you need to go to your device's browser (Safari, Explorer, Chrome, etc.) and access it via the library website's Zinio link.

You will then need to login and checkout titles from the library's collection page. When you return to your Zinio For Libraries app and refresh the screen, the title will be ready to download and read.

#### I am having problems using my Zinio For Libraries app. What do I do?

First, try closing the app and then reopening it. If this doesn't work, delete the app completely from your device and download again/reinstall.

If you are still experiencing a problem, you will need to contact us.

Please go to the help link on the library collection site and complete/submit the online form.

#### How do I restore a magazine I deleted to my App?

Go back to your library collection account and re-checkout the magazine.

#### I am having trouble loading the Zinio App on my Kindle Fire/HD/HDX device. Are these Kindle editions compatible?

1. From the main screen, put your finger on the top right corner of the screen and "swipe" your finger down to bring up the Settings menu. Press: More > Device > Allow installation of Applications (from unknown sources)> select "ON"
2. Go to the Kindle Fire HD/HDX link at bottom of your library collection site pages. Click on the appropriate link for your device.
3. To open and install the download, open the browser's menu from the bottom of the page and click on "Downloads", you should see the Zinio file on this list. Once the download is complete, tap the file and select "Install" and then press "Open" when the installation is complete.
4. You're all set! You can now find the Zinio App listed on the apps page of your device under either "Cloud" or "Device" (depending on your installation settings).

To open a magazine in the app, just click on the magazine icon in the upper right hand corner when in the app and you will be given the option to sign in using your existing email and password. After confirming your account, you will be able to download and read all your favorite magazines on your Kindle Fire.

We hope you enjoy the app! We apologize for any inconvenience you may have experienced when installing it!

**\*Note:** If you are being asked to install or use Adobe Flash please make sure you have installed the app and are signed in (step 4).

## **Support**

### My question isn't in this User Guide or FAQ. What should I do?

Access the help link, click on the appropriate help ticket link, and a friendly support specialist will contact you.

### I have forgotten my password. What do I do?

If you have forgotten the password to your library's collection page, please click the "Forgot password?" link below the password box on the login pop-up box. Enter your email address and submit. You will then be sent an email from [rbsso@rbdigital.onmicrosoft.com](mailto:rbsso@rbdigital.onmicrosoft.com) to guide you through the password reset steps.

**Note:** You must turn off pop-up blocker on your browser.

You will receive an email link which takes you back to the page with a pop-up window asking for a new password and to confirm the new password.

### How do I delete my Zinio for Libraries account?

You must contact your Library Information desk and request to completely delete your Zinio for Libraries account.

### I want to change my email address used for my Zinio for Libraries account?

You must contact your Library Information desk and request to change your Zinio for Libraries email account.