

# Frequently Asked Questions

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# Frequently Asked Questions

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- Is the online viewer ADA compliant?
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# Frequently Asked Questions

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How do I delete my Zinio.com "Your Reading List" account?

# Frequently Asked Questions

## Frequently Asked Questions .....

<<<<<ANSWER SECTION>>>>>

### General

#### 1) What is Zinio for Libraries?

Zinio for Libraries, the world's largest newsstand, offers full color, interactive digital magazines for your enjoyment. 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 many are available before they arrive at your library and are ready for immediate download
- **Easy browsing** — Browse your library's collection of titles one at a time, search for your favorite magazines by title or use the convenient category feature to find new magazines which meet your interests
- **Manage your collection** — Using the personal account you will create, you will have the opportunity to check-out the magazines you choose and read them instantly on your computer (both PC and Mac) or access the content on a portable media device. (Note: viewing options, including the ability to download or view the content while online, may differ based on the device and/or magazine publisher)
- **No limits** — Check-out as many issues as you want and keep them in your account as long as you wish

Zinio for Libraries serviced by RBdigital Gateway from Recorded Books is the library collection and patron access side of the digital magazine experience. Zinio.com is the commercial partner with Zinio for Libraries where patrons read the magazines they have checked out from the local library collection.

#### 2) Who has access to Zinio for Libraries?

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

# Frequently Asked Questions

3) Are there any minimum system requirements?

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

Windows Vista and higher:

Preferred browser: Internet Explorer 9 and higher (IE8 and older are not supported)

Alternative browsers: Firefox 3.6 and higher, Google Chrome

Screen resolution: 1024 x 768 or higher

Mac OS 10.5 and higher:

Preferred browser: Safari 5 and higher, Firefox 3.6 and higher

Alternative browsers: Google Chrome

Screen resolution: 1024 x 768 or higher

## To view the magazines online (web browser) in your Zinio.com "Reading List"

Preferred browser: Internet Explorer 9 and higher

Alternative browsers: Firefox 3.6 and higher, Google Chrome

4) What is the average magazine size?

There is a range of sizes available, dependent upon the number of pages in the magazine and whether they are video-laden. To provide an average we would say 20 – 50MB; some large, graphic heavy magazines are 50-100+MB.

5) Do I need to be online to checkout magazines in Zinio for Libraries?

Yes, your library collection site where you browse and check-out magazines is accessible only through an online desktop or mobile device browser session.

6) Do I need to be online to read magazines in Zinio for Libraries?

**Desktop reading on PC/Mac computer** may be online to stream a copy of the magazine issue; or online/offline if using the PC/Mac Reader 4 app. (Note: if using the Reader 4 App offline, you first need to be online to download the magazine to your device; once downloaded you may read the magazine offline from your desktop Reader 4 app.)

# Frequently Asked Questions

**Mobile device reading** requires the supported mobile device app download the magazine first (need to be online to download) and then reading will be offline. (Note: reading a magazine from the mobile online browser is not available.) Mobile devices supported include:

iPhone iPad Android Kindle Fire/HD Win 8 Blackberry Nook HD/HD+

- 7) 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 User Name and Password. The limit is 17 devices with five (5) simultaneously being open at any one time.

- 8) Why do I have to login twice; once into my Library's collection and then into my Zinio.com account?

The two accounts provide you access to the community collection at your library (account #1) and personal reading preferences online and offline (account #2.)

Account #1 = The Library Collection Account provides you unlimited checkout options for your library's new issues – and you get to keep the magazines as long as you want.

Account #2 = The Zinio.com Viewer Account provides you viewing options online via computers and off line via mobile apps.

**Tip:** if you are using your own personal PC or device, do not logout of zinio.com when you're finished, just close the browser window. Next time you login to your Library's Collection and click on a title to check it out, it will automatically open your Zinio.com "Your Reading List" without you having to login again.

- 9) How do I find user documentation?

User documentation is located in the Help Link – you may download the User Guides provided by Zinio for Libraries. Also, your library may have other user guides available, check with your Information Desk at your local library.

# Frequently Asked Questions

[RBdigital Gateway](#) > Help

## Help

We are here to help. Please submit an online support inquiry:

### North America

Please [click here](#) to submit an online support inquiry. We do our best to respond within 24 to 48 hours.

### United Kingdom, Ireland and Australia

Please email your query (including the name of your library) to [ziniosupport@wfhoves.co.uk](mailto:ziniosupport@wfhoves.co.uk)

Please include your library name, description of the help you need, and type of computer or device, operating system, and browser or App. The United Kingdom, Ireland and Australia Zinio for Libraries support team is available to assist you Monday to Friday, between the hours of 8:30am and 5pm (GMT).

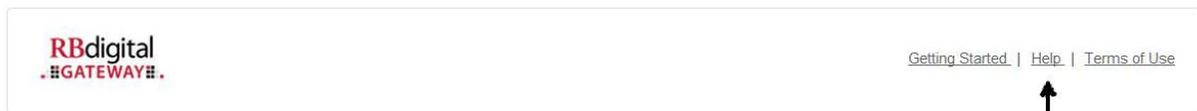
## Frequently Asked Questions

Reference our Zinio User Guide to find answers to frequently asked questions.

North America: [User Guide](#) ←

United Kingdom, Ireland and Australia: [User Guide](#)

[Watch a Tutorial](#)



### 10) How do I view an overview video?

The overview video is located in the Help Link – you may access the video by selecting the ‘Watch a Tutorial’ link.

[RBdigital Gateway](#) > Help

## Help

We are here to help. Please submit an online support inquiry:

### North America

Please [click here](#) to submit an online support inquiry. We do our best to respond within 24 to 48 hours.

### United Kingdom, Ireland and Australia

Please email your query (including the name of your library) to [ziniosupport@wfhoves.co.uk](mailto:ziniosupport@wfhoves.co.uk)

Please include your library name, description of the help you need, and type of computer or device, operating system, and browser or App. The United Kingdom, Ireland and Australia Zinio for Libraries support team is available to assist you Monday to Friday, between the hours of 8:30am and 5pm (GMT).

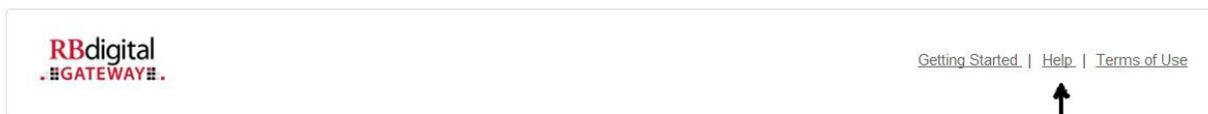
## Frequently Asked Questions

Reference our Zinio User Guide to find answers to frequently asked questions.

North America: [User Guide](#)

United Kingdom, Ireland and Australia: [User Guide](#)

[Watch a Tutorial](#) ←



### 11) How do I find the help link?

The Help Link is located at the footer of your Browse Magazine Collection pages.

# Frequently Asked Questions



[Getting Started](#) | [Help](#) | [Terms of Use](#)



## 12) Who is providing the support help?

The Help is provided by RBdigital Gateway – Zinio for Libraries Support Team, the service provider offering Zinio for Libraries through your library. Additional local on-site support may also be available through your local library reference desk.

## 13) How do I contact my local library reference desk?

Most local libraries have a library reference phone number, email address, and during open hours are regularly staffed by library staff professionals. Check with your local library for contact options and hours.

## 14) 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 - Create an Account/Log In

### 15) What is a Library Collection Account?

The library collection account is the account connecting a patron to their local library collection. All magazines are checked out through the library collection account.

A separate (2<sup>nd</sup>) account is needed from Zinio.com to access and read your checked out magazines. When a magazine is checked out through the library collection account the link to the Zinio.com account automatically opens for each patron.

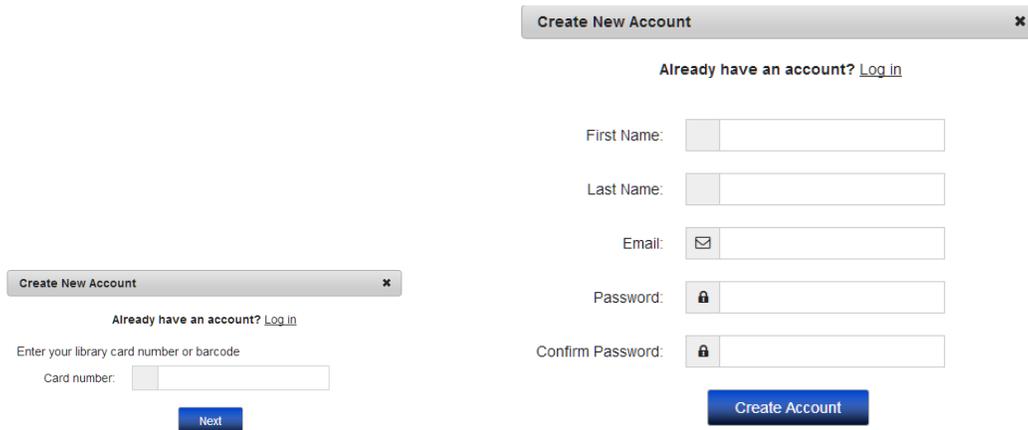
### 16) How do I create a Library Collection Account?

A patron creates a library collection account when you first access the library collection browse magazines page(s). The account may be created immediately before checking out a magazine. However, most patrons create the account when they check-out their first magazine. The site will prompt you for the necessary information.

# Frequently Asked Questions

[Log in](#) | [Create New Account](#)

Most patrons will be prompted to enter their card number or barcode, then enter their user information.

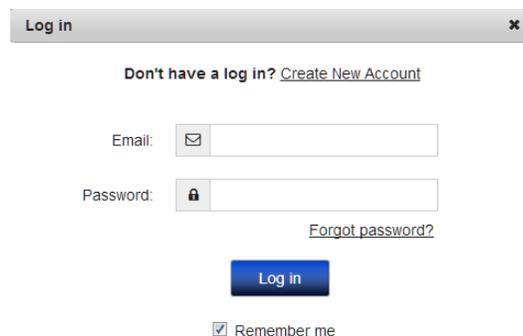


## 17) Why do I need a Library Collection Account?

A library collection account is required to ensure a patron is an active member of their local library. The account also enables the magazine to be always available for check-out, and so the patron may check-out the magazine at no charge and keep the magazine forever.

## 18) I already have another RBdigital Gateway account, may I use it for logging into Zinio.com? (i.e. Atomic Training)

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



# Frequently Asked Questions

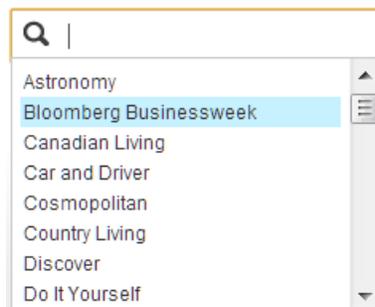
19) Do I have to log in prior to checking out a magazine?

No, you may start the check-out process prior to log in. The site will prompt you to log in during the check-out the process.

## Search Collection

20) How do I know what is in the total magazine collection?

The easiest way to see the total magazine collection is to click into the Title Search box with the 'magnifying glass' which is located in the upper left side of the browse magazine collection pages. You library collection will be listed in alphabetical order. Simply scroll through the list.



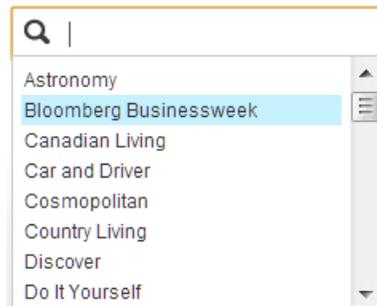
Another visual way to browse the whole collection is to use the Next/Previous tab located on the upper right side of the browse magazine collection pages.

[<< Previous](#) [1](#) [\[2\]](#) [3](#) [4](#) [Next >>](#)

21) How do I search for magazines in alphabetical order?

The easiest way to search for magazines in alphabetical order is to click into the Title Search box with the 'magnifying glass' which is located in the upper left side of the browse magazine collection pages. You library collection will be listed in alphabetical order. Simply scroll through the list.

# Frequently Asked Questions



## 22) How do I do a key word search?

The easiest way to do a key word search is to click into the Title Search box with the 'magnifying glass' which is located in the upper left side of the browse magazine collection pages. Your library collection will default list in alphabetical order. Simply start typing in a portion of the magazine word (i.e. new) and all magazines with that portion of the word will be listed.

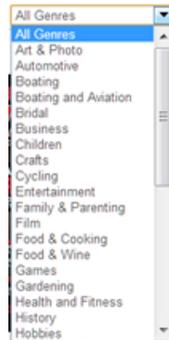


## 23) How do I do a genre search?

Genre searches help sort a large magazine collection into desired groups of magazines. A magazine may have only one genre search so if you do not find what you are looking for use the Title Search field to scroll the whole collection or conduct a key word search.

The easiest way to do a key word search is to click into 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.

# Frequently Asked Questions



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

To search for magazines one page at a time is how most patrons locate their magazines. Click the Next/Previous tab located on the upper right side of the browse magazine collection pages.

[<< Previous](#) [1](#) [\[2\]](#) [3](#) [4](#) [Next >>](#)

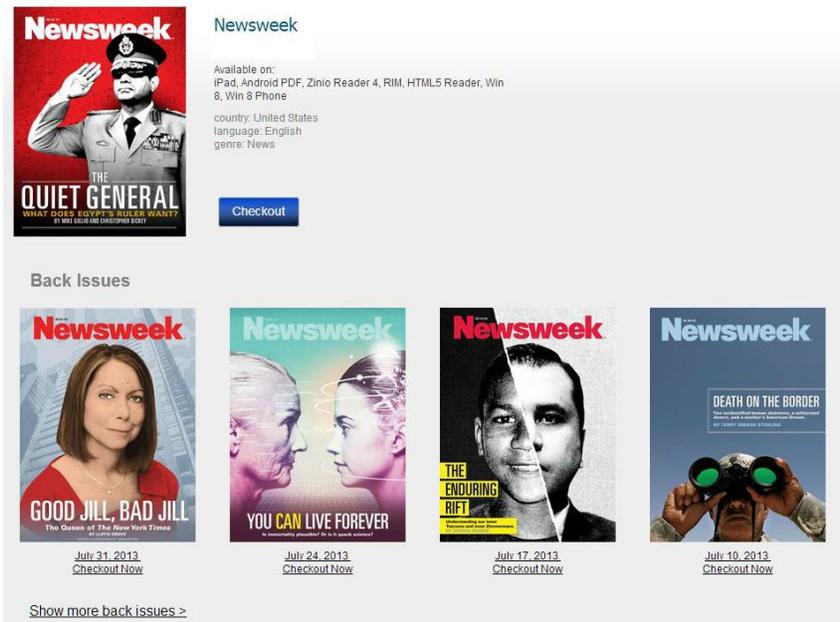
Another way to see the total magazine collection is to click into the Title Search box with the 'magnifying glass' which is located in the upper left side of the browse magazine collection pages. Your library collection will be listed in alphabetical order. Simply scroll through the list.



## 25) How do I search for back issues?

Back issues for magazine are available from the time when the library started subscribing to Zinio for Libraries and may be checked out at any time. To access the back issues, click on the magazine cover of the desired magazine and the current issue and the four most recent issues will be listed. If additional back issues are available there will be an additional link in the lower left side under the four most recent issues.

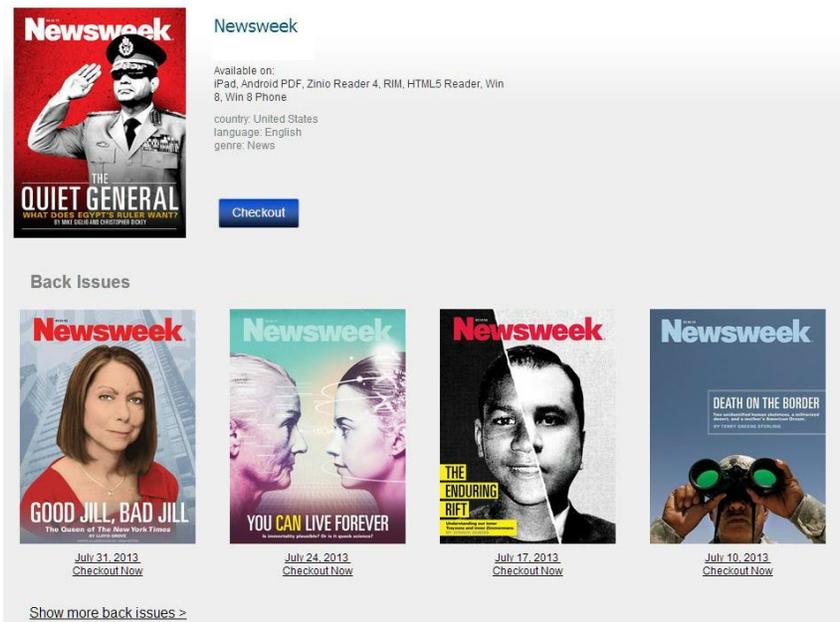
# Frequently Asked Questions



## Checkout an Issue

26) How do I check-out a magazine?

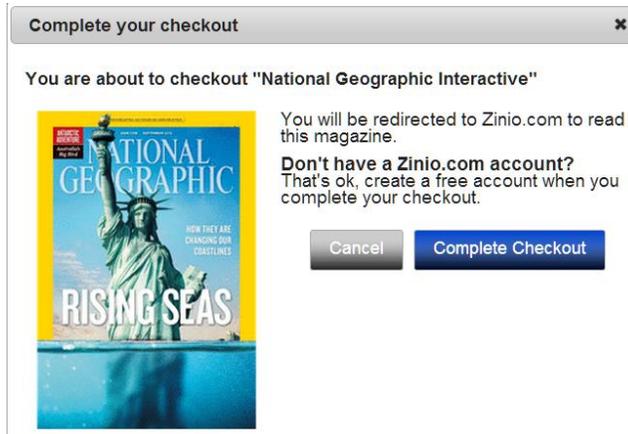
Check-out a magazine by clicking on the magazine cover to open the product detail page.



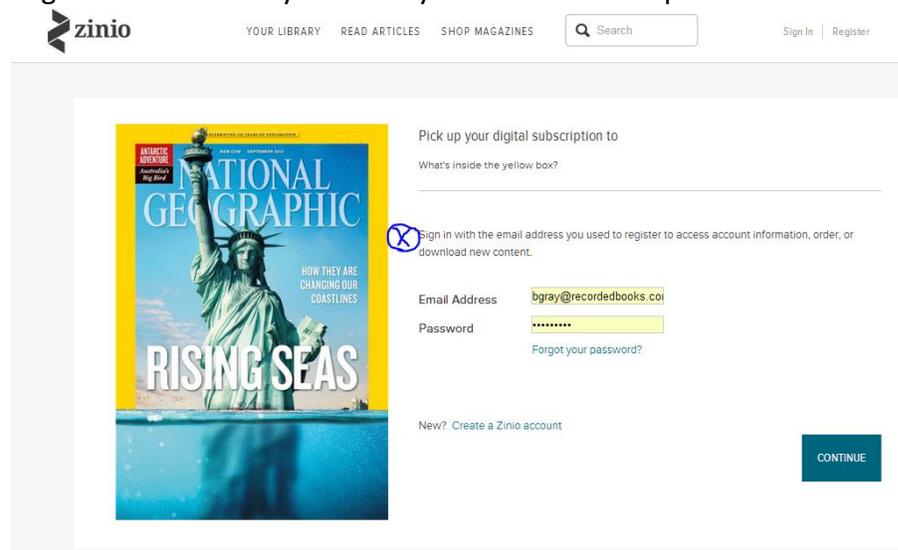
Select the Checkout button.

# Frequently Asked Questions

Log in (if not already logged in)  
Complete Check-out.

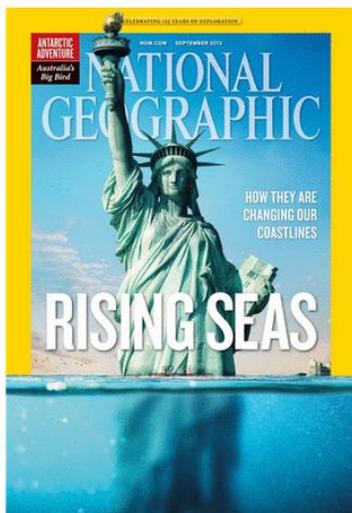


Upon completed checkout, Zinio.com personal reading account browser window will open.  
Log into Zinio.com if you already have a Zinio.com personal account



Or, create a Zinio.com account if first time to Zinio.com

# Frequently Asked Questions



Pick up your digital subscription to

What's inside the yellow box?

New to Zinio?

Please register to set up your digital magazine delivery.

If you already have an account, sign in here

First Name

Last Name

Email Address

Password

Confirm Password

Send me email updates about features, new products, and special offers from Zinio and its publishers.

By clicking "Join", you agree to Zinio's [Terms of Service](#) and [Privacy Policy](#).

REGISTER

27) Do I need to be logged in before I check-out a magazine issue?

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

28) May I check-out more than one magazine at a time?

No, you check-out one magazine at a time, but you do have the option to continue browsing prior to launching your Zinio.com personal reading account.

29) How many magazines may I check-out?

You may check-out as many magazines as you want – there is no limit.

Note: The Zinio.com personal reading account may have an unlimited number of magazine issues in your online master account. But, there is a 500 newest issue limit in the Reader 4 apps.

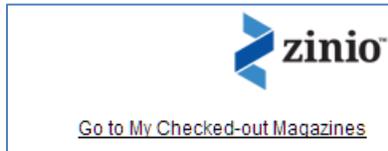
30) What is the checkout time limit?

# Frequently Asked Questions

There is no check-out limit. Once a magazine is checked out it will be available for as long as the patron wants in their Zinio.com personal reading account.

31) I don't want to check-out magazine - How do I go from my library collection account to just read magazines I already checked out?

From the library collection account screen there is a link in the upper right corner to 'Go To My Checked Out Magazines'



## Zinio.com Personal Reading Account - Create an Account/Log In

32) What is the Zinio.com Personal Reading Account?

The Zinio.com personal reading account is the second account required to view/read the checked out magazines. All reading is done within the Zinio.com personal reading account. The Zinio.com personal reading account is available for desktop and mobile app access and manages the checked out magazines and provides the viewers to read the magazines. This account is separate from the library collection account (the first account created to check-out the magazines from the library.)

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. The library patron activates the Zinio.com personal reading account without any consumer/financial information entered.

33) Why do I need another account to read the magazines?

In order to read the magazines in their digital format requires the Zinio.com viewers on a desktop or mobile app and are available only through a Zinio.com personal viewer account. The first account – the library collection accounts – enables the patron for unlimited, free, and permanent checkout of the library collection magazine.

The second account – the Zinio.com personal viewer account – enables the patron to manage and read their personal checked out magazines. And, if the patron already has (or chooses to) subscribe to additional consumer-purchased magazines, the library checked out magazines and the purchased magazines will merge together in the Zinio.com personal viewer account.

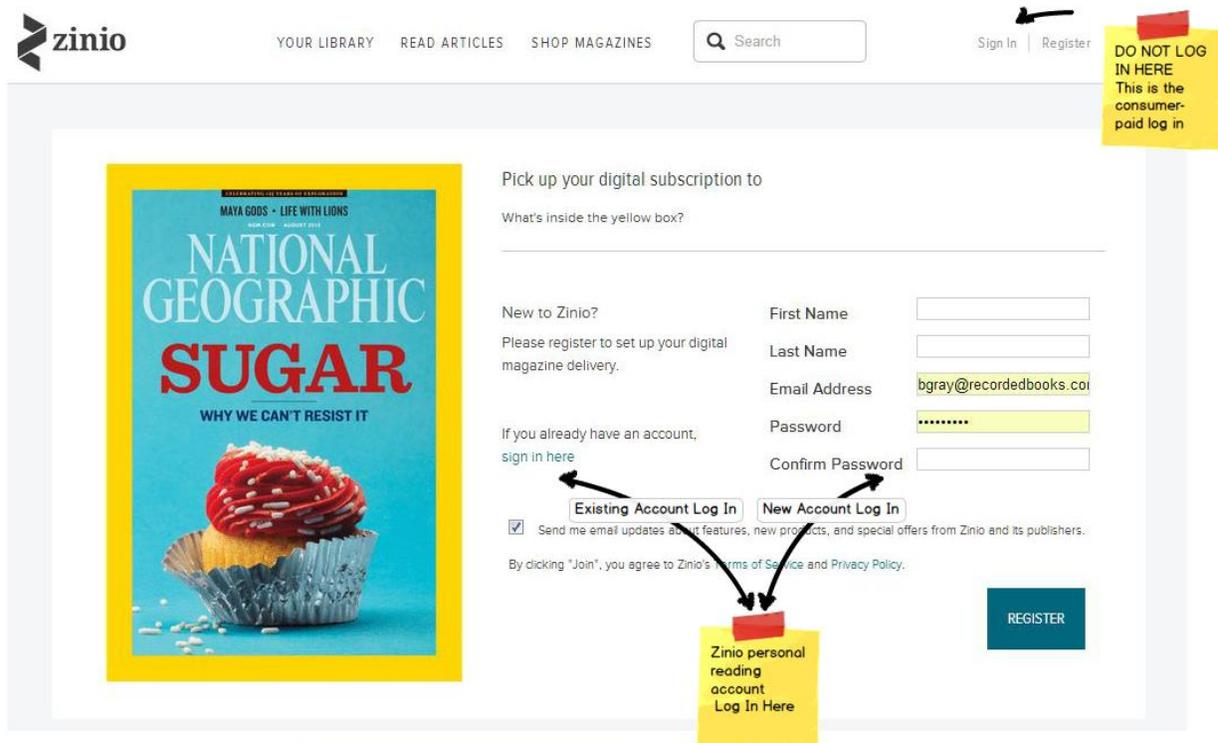
34) Do I need to use the same email address as I used in the Library Collection Account?

# Frequently Asked Questions

Yes, the same email address is REQUIRED to connect the checked out library collection magazines with the Zinio.com personal reading account.

35) I logged in, but now I see a Zinio.com page asking me to pay for the magazine?

This should not happen, but if it does, the most likely reason is during the check-out process and logging into the Zinio.com personal reading account, the patron signs in from the consumer/commercial log in location – and not the library check-out tied space. This is a bit confusing at first, but the library check-out login is prompted in the center of the Zinio.com login screen.



36) I logged in, but I do not see the magazine I checked out?

The magazine checked out may not be the newest magazine issue by release date in your personal collection. The Zinio.com personal reading account sorts the magazines by the newest issues. You can select the drop down option to see all your magazines – or – change the order of the magazines from date order to 'unread first'.

# Frequently Asked Questions



[YOUR LIBRARY](#) [READ ARTICLES](#) [SHOP MAGAZINES](#)

Hi, Brad ▾

[YOUR READING LIST](#)



View by date ▾

View all titles ▾

[Edit your reading list](#)

## 37) Where are my magazines stored?

Magazines are stored online for streaming. Your Zinio.com personal reading list points to the global secure server that stores all the issues.

If you download a magazine via one of the apps, the magazine issue will then be stored on the downloaded device. Typical storage size is 20-50MB up to 100MB or more storage space per issue.

## 38) I already have a consumer Zinio.com Personal Account; do I need a separate account for the library magazines?

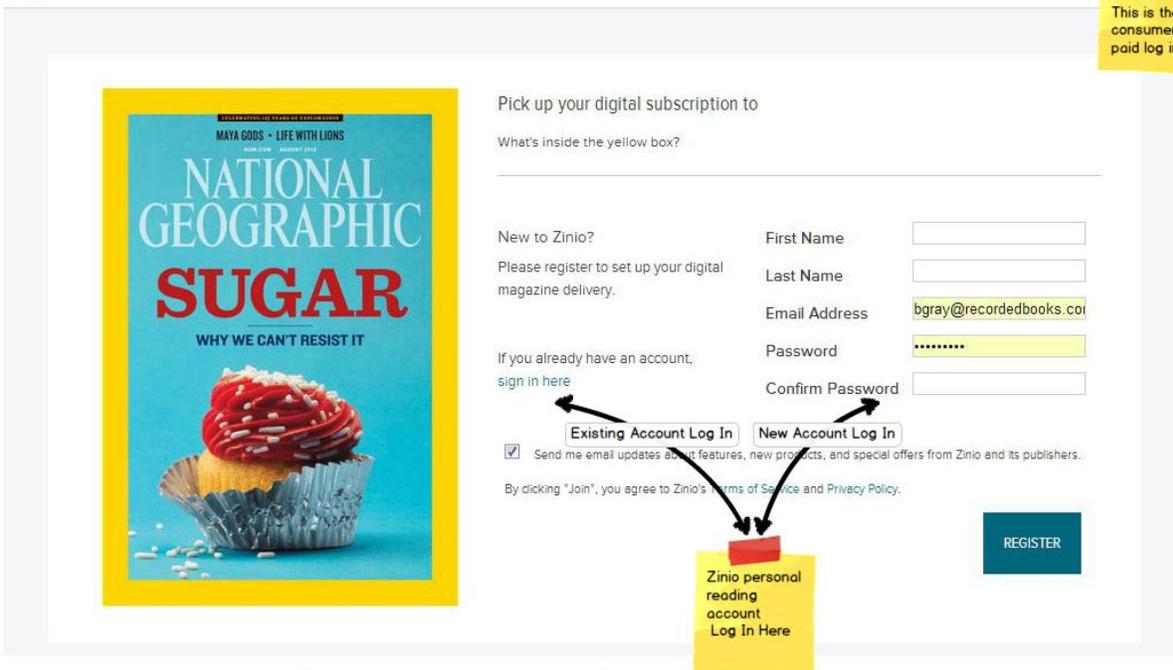
No, log in to your consumer Zinio.com personal account – that has the SAME email address as the one used in the library collection account. The two email addresses are REQUIRED to match. Remember to log in as a returning user in the center of the log in page to connect the library magazine issue to your personal account and not prompt you to pay for the issue.



Recorded  Books

# Frequently Asked Questions

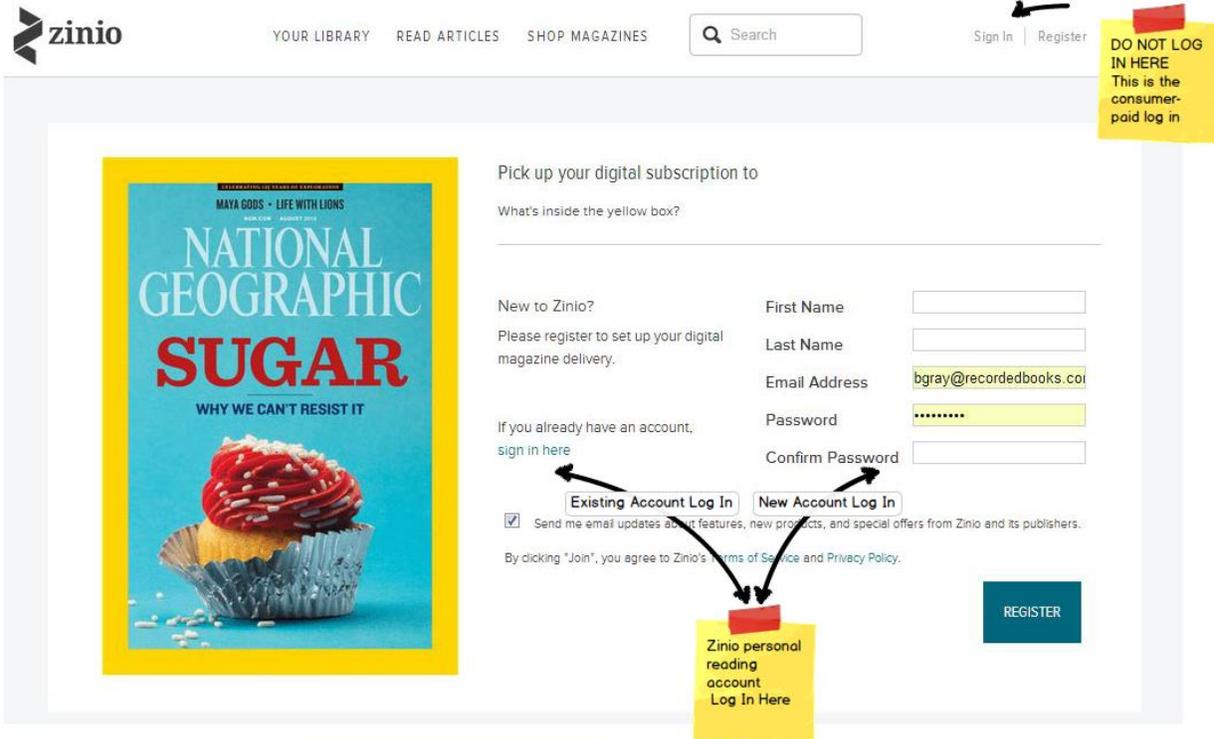
DO NOT LOG IN HERE  
This is the consumer-paid log in



39) I already have a Zinio.com Personal Reading Account created at another library; do I need to create a new account for each magazine or may I log in as a returning user?

No, log in to your consumer Zinio.com personal account – that has the SAME email address as the one used in the desired library collection account. The two email addresses are REQUIRED to match.

# Frequently Asked Questions



## Navigating Between Library Collection and Zinio.com Personal Account

40) How do I navigate from my Zinio.com account back to the library collection page?

While you are in your Zinio “Your Reading List” site, if you wish to return to your Library’s collection of magazines, you can toggle between your browser tabs at the top of your screen (in Internet explorer, Firefox, Chrome and Safari).



If your settings show one browser window at a time, check your browser icon for the “titled” windows and select between the “Return to Library Collection” or the Zinio “Reading List/Zinio” tab.



41) If you do not have either, you can simply use the right and left arrows next to the browser header to go back and forth between windows...

# Frequently Asked Questions

42) May I navigate directly to the Library Collection Account from my app?

No, from the Zinio.com Reader 4 App only views the Zinio.com personal reading account for the magazine previously checked out from the library collection site. The library collection site is only available via a Wi-Fi enabled browser session.

## Zinio.com Personal Preferences

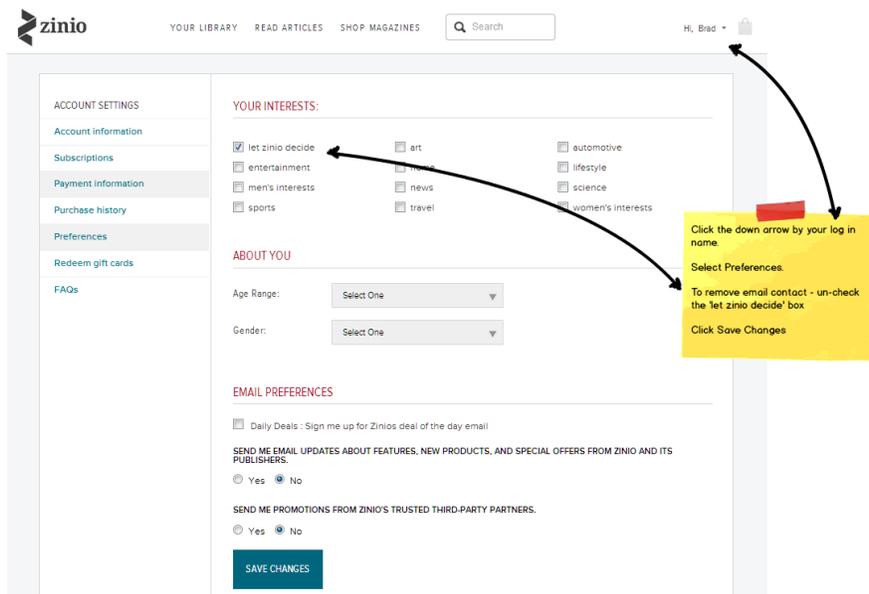
43) I just created a new Zinio.com account and received an email with a voucher for the Zinio.com store. Why am I receiving this as I set up my account through my library.

The email voucher is a standard welcome benefit from Zinio.com for both retail customers and library members. This email voucher is automatic and not related to your account preferences where you may have deselected “let zinio decide” or other email notification options.

44) I am receiving emails from Zinio with special promotions and offers. How do I stop receiving these emails?

- When you first create a user account on Zinio.com, you may update your preferences to not receive any promotional Zinio.com emails.
- You may change your email permissions anytime by clicking in the “Account Settings” tab on your Zinio account page (click on your name, then on the “Email Preferences” link and checking or unchecking the boxes.
- At the bottom of every email is an “Update Contact Preferences” link that you can use to change your email preferences.

# Frequently Asked Questions



45) I do not want to see “Adult” publications when I’m using my Zinio.com account. How do I turn those off?

## ADULT CONTENT

### HIDE OR DISPLAY ADULT CONTENT ON ZINIO

- I don't want to see adult content when I'm at Zinio.
- It's OK to show me adult content when I'm at Zinio.

SAVE CHANGES

## Reading a Magazine - Online Browser

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

From the 'Your Library' tab all your magazines previously checked out are sorted by most recent release date.

Click on the magazine cover and a Viewer window will open.

47) May I read a magazine online with a mobile device?

# Frequently Asked Questions

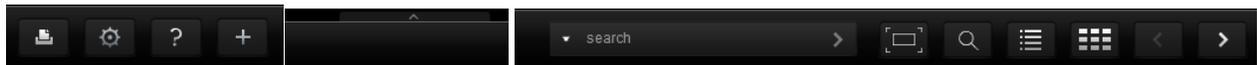
No, mobile devices require a supported app. The app is free and available from the devices app store. Log in with your Zinio.com personal account email and password.

Mobile device apps require the magazine to download and read offline.

Mobile devices need the app due to the requirement for a full version of Adobe Flash.

48) How do I navigate through the magazine using the online viewer?

- Click on the right (or left) side of the streaming magazine page.
- Click on the right (or left) arrow in the navigation menu (lower right side of viewer window)
- Click on the 'grid view' to view the entire magazine pages at once
- Click on the little up arrow in the lower middle of the navigation menu
- Click on the table of contents in the navigation menu (lower middle side of viewer window)
- Click on the magnifying glass to zoom a page to your desired size.



49) May I print a page(s) of my checked out magazine?

Most magazines allow multiple page printing. Click on the printer icon (lower left side of viewer window).

50) May I post an article(s) to my social media account (i.e. Facebook?)

Yes, click on the '+' sign in the navigation menu (middle left side of the viewer window)

51) Is the online viewer ADA compliant?

Not at this time, however most ADA enabled computers have pre-set zoom features.

52) How do I bookmark in the online viewer?

Bookmarking is not available in the online viewer since the magazine is the global viewed edition.

Bookmarking is available in the apps.

# Frequently Asked Questions

53) I am having trouble viewing my magazines on Zinio.com when using the Google Chrome browser. Why is this?

Check to see that you have the new release of Google Chrome. If you are experiencing this issue, [step by step instructions](#) are available

here: <http://www.keepandshare.com/doc/4747928/flash-player-upgrade-on-chrome-pdf-469k?da=y>. This issue does not affect Internet Explorer, FireFox or Safari browsers.

## Reading a Magazine - Mobile Apps

54) What is a Zinio.com personal account reading mobile app?

Mobile apps are available for the most popular devices to enhance reading options, including reading offline via downloaded magazine, and bookmarking.

55) What apps are available?

Mobile apps are available for PC, Mac, iPad, iPhone, Android, Kindle Fire/Fire HD, Windows 8, Blackberry, Nook HD/HD+ (through Android Google Play Store)

56) Are apps free?

Yes, all apps are free. If you asked to purchase a Zinio.com app – it is not the correct app – DO NOT download it.

57) Do I have to checkout magazines again to work on the apps?

No, your library collection account checked out magazines will be available on all the supported apps. Log in to your app using your Zinio.com personal reading account email and password.

There is a 500 most recent magazine issue limit for apps, so over time you may have more magazines in your online desktop account than available on your apps.

58) May I check-out additional magazines in the app?

No, this is the #1 app related question. All magazine check-outs are made through your library collection account through a Wi-Fi enabled browser.

The app is only for reading checked out magazines.

# Frequently Asked Questions

59) Is there a magazine limit to the apps?

There is a 500 most recent magazine issue limit for apps, so over time you may have more magazines in your online desktop account than available on your apps.

60) 13. How do I find the Zinio Reader 4 app for my device?

App links are available on the library collection page footer.

[Getting Started](#) | [Help](#) | [Terms of Use](#)

Download your free Zinio reader app: [PC](#) [Mac](#) [iPhone](#) [iPad](#) [Android](#) [Kindle Fire/HD](#) [Win 8](#) [Blackberry](#) [Nook HD/HD+](#)

61) May I read a magazine online with a mobile device?

No, all apps require first to download the magazine issue, then reading is offline.

62) I am 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 and read a magazine (the full Adobe Flash version is built into the app.)

63) How do I download a magazine to my app?

Click on the down arrow and the magazine will download. You need to be online to download the magazine. Then you can read it offline.

# Frequently Asked Questions



Downloaded - notice the 'X' | Not Downloaded - notice the down arrow

To download click on the down arrow.  
Takes less than a minute  
Typical download size is 20-50MB, but can be over 100MB

64) Will the downloaded magazine be available if I do not have an internet connection?

Yes – the downloaded magazines will be available if offline.

65) How do I navigate through 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 a 'magnifying glass'.

66) May I print a page(s) of my checked out magazine?

Yes, most magazines permit printing – if you can print with the online streamed edition, printing is available on the app.

67) May I post an article(s) to my social media account (i.e. Facebook?)

Yes, and in many devices (i.e. iPad) emailing the article is available.

68) Is the app viewer ADA compliant?

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

# Frequently Asked Questions

69) May I read an article in a magazine without graphics - just the text?

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.

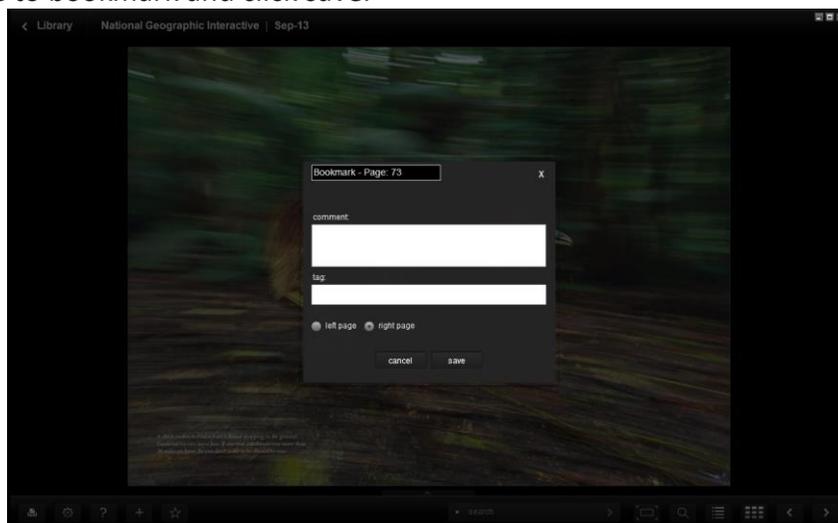
70) How do I bookmark in the apps?

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

On the desktop app locate the 'star' icon next to the social media '+' icon.

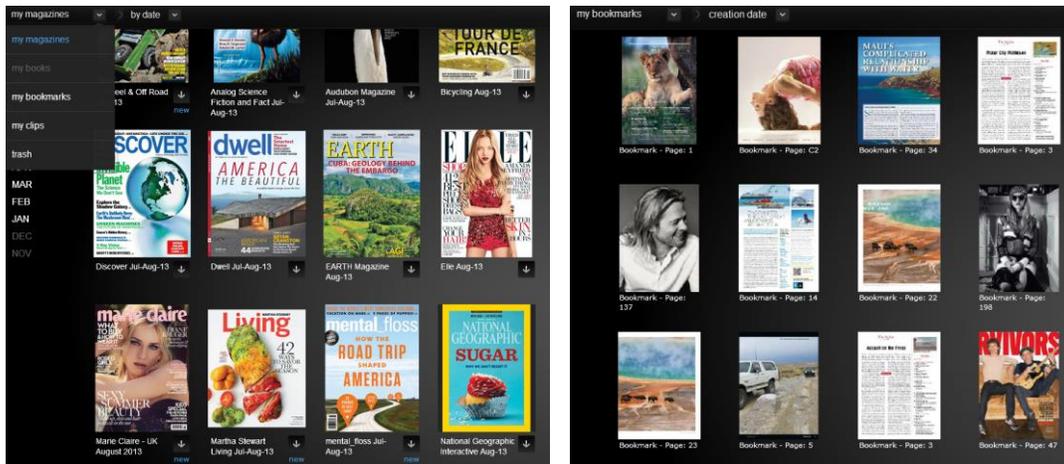


Select the page to bookmark and click save.



# Frequently Asked Questions

In the app, the checked out magazine collection may be sorted by bookmarks by changing the view from 'magazines' to 'bookmarks'.



71) I am having trouble viewing my magazines on Zinio.com when using the Google Chrome browser. Why is this?

Check to see that you have the new release of Google Chrome.

If you are experiencing this issue, [step by step instructions](http://www.keepandshare.com/doc/4747928/flash-player-upgrade-on-chrome-pdf-469k?da=y) are available here: <http://www.keepandshare.com/doc/4747928/flash-player-upgrade-on-chrome-pdf-469k?da=y>. This issue does not affect Internet Explorer, FireFox or Safari browsers.

72) A title I have checked out is not appearing on my iPhone or Android mobile device. Why?

It may take longer for Zinio to format titles for small screen mobile devices because of the "Text Flow" functionality they use for those devices. Text Flow allows users to read the text only in an article (like an eBook with no pictures) giving a better experience.

During the check-out process all the apps available for the magazine are listed. Confirm that your device is a supported device.

# Frequently Asked Questions



## Managing Personal Magazine Issues - Online Collection

73) Is there an online magazine quantity limit for my Zinio.com Personal Account collection?

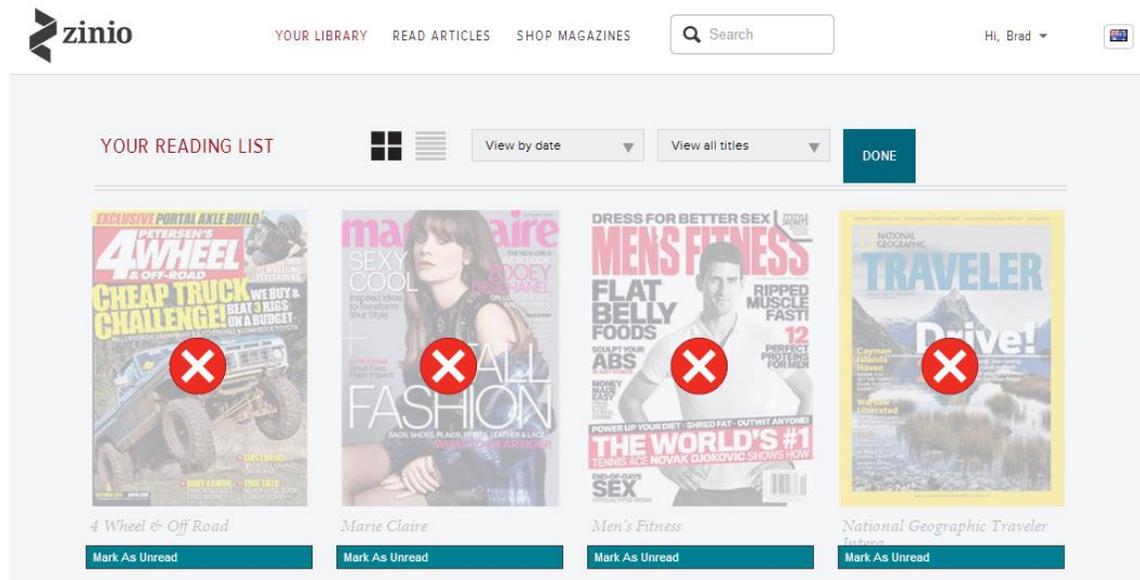
There is no limit.

74) How do I remove a magazine from my online collection?

Select 'edit your reading list' and your collection will update with an 'x' over each magazine issue. Click the 'x' on the magazine to remove and it will be removed from your online collection.



# Frequently Asked Questions



75) 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.

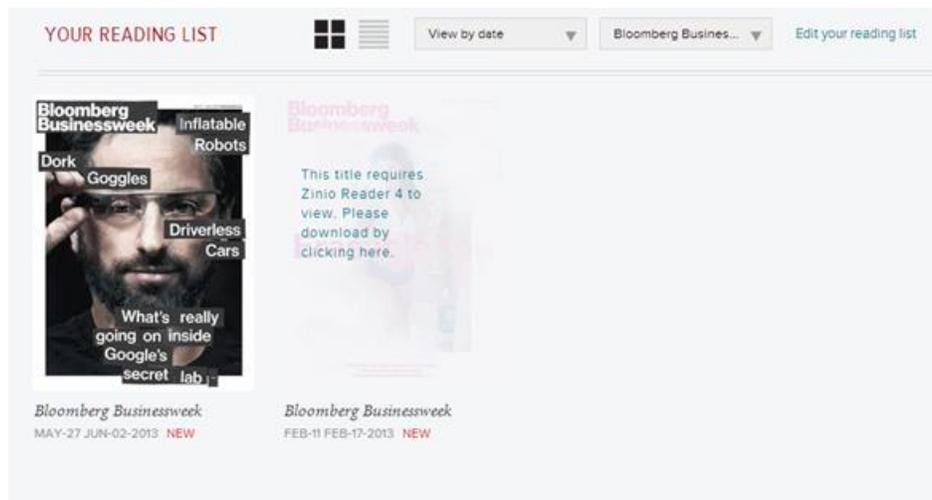
76) How do I know what magazines may be read online and offline for a particular mobile device?

When a magazine is checked out the available apps and reading options are displayed.



Magazines generally may be read online or offline via apps. If a magazine requires to only be read offline via an app there will be a message over the cover the magazine when you hover over the cover with the cursor.

# Frequently Asked Questions



## Managing Personal Magazine Issues - App Collections

77) Is there an app magazine quantity limit for my Zinio.com Personal Account collection?

There is a limit – the 500 most recent publications are available in the app collection view.

78) How do I remove a magazine from my app collection?

A magazine only needs to be removed if it is downloaded

From the desktop app, click the 'x' in the lower right corner of a downloaded magazine.

From the mobile app, tap the top right of the mobile screen and select 'edit'. Then click on the 'x' of the downloaded magazine.

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

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

81) How do I check-out additional magazines from my app?

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

All check-outs are completed from library collection site available from a WiFi enabled browser.

# Frequently Asked Questions

## Checking Out Additional Magazines

82) How do I checkout the next issue of a magazine?

All new issue check-outs are completed in your Library Collection Account. “Click” on the issue wanted and follow the checkout process.

Your Zinio.com Viewer Account online and via apps is ONLY a reading account for issues checked out in your online browser Library Collection Account.

83) How do I access my library’s magazine collection from the Zinio Reader 4 app to checkout more titles?

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

All check-outs are completed from library collection site available from a WiFi enabled browser.

## Troubleshooting

84) I just created a new Zinio.com account and received an email with a voucher for the Zinio.com store. Why am I receiving this as I set up my account through my library.

The email voucher is a standard welcome benefit from Zinio.com for both retail customers and library members. This email voucher is automatic and not related to your account preferences where you may have deselected “let zinio decide” or other email notification options.

85) 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”?

- Email on the library's Zinio Collection page does not match the Zinio.com account. If you have more than one Zinio.com account, we do recommend completely logging out at Zinio.com prior to subscribing to a new magazine from the library's Zinio Collection page. When you subscribe to a magazine and are taken to Zinio.com, click on "if you have an existing account, sign in here".
- 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. Magazines

# Frequently Asked Questions

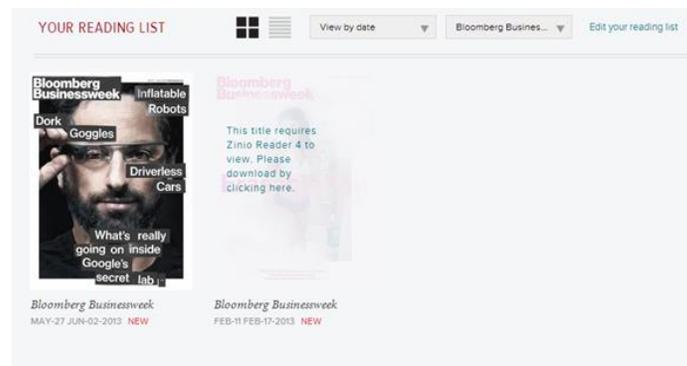
are displayed 12 per page, with a Next button in the lower right hand corner of the page in small print.

- 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 on the wrong web address 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.

86) I have selected a title that says “Download Reader 4 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 Reader 4 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 Reader 4 installed on your PC/Mac or mobile device, you just need to login to your Reader 4 app to read the magazine (you will not be able to read the magazine in your Zinio.com “Reading List”).



87) I'm having problems downloading Reader 4. What can I do?

In some cases, users may need to manually install Zinio Read 4 in 2 steps:

Install adobe AIR via this link <http://get.adobe.com/air/>

# Frequently Asked Questions

Save the Reader 4 installation file via this link <http://imgs.zinio.com/zinio-reader/installers/ZinioReader4.air> and run the file.

**88) My Zinio Reader 4 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 application
2. Go to C:\Users\[username]\AppData\Roaming\Adobe\
3. Delete this directory - AIR
4. Reopen application

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

1. Go to Settings > Control Panel > Add/Remove Programs  
Remove Zinio Reader 4 and Zinio Alert Messenger (if you have that installed)
2. Click Start > Settings > Control Panel -> "Folder Options" (or "Appearance and Personalization")> "Folder Options"

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.

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...

**89) How do I find the Zinio Reader 4 app for my device?**

Zinio magazines may be viewed on supported App-driven devices including iPhone, iPad, Android, Kindle Fire, Windows8, Blackberry, and Nook HD/HD+. The links for the apps are located at the bottom of your Library Collection magazine browsing pages. Or, go to your device app store to download the free app.

# Frequently Asked Questions

Zinio magazines may also be viewed through a web browser on Wi-Fi enabled mobile devices that support Adobe Flash. Web browser viewing results may vary depending on connectivity and system memory.

Open your device's app store and search for Zinio. You will see the Zinio icon:



Install this free app onto your device and login with you Zinio.com email and password to access your downloaded magazine titles.

## **90) How do I access my library's magazine collection from the Zinio Reader 4 app to checkout more titles?**

The Zinio Reader 4 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 checkout more titles, you need to go to your devices' browser (Safari, Explorer, Chrome are examples) and access 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 Reader 4 app and refresh the screen, the title will be ready to download and read.

## **91) I am having problems with my Zinio Reader 4 app. What do I do?**

First try closing the app and then re-open. 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 Zinio.com who owns the app. Please go to <http://www.zinio.com/www/help/index.jsp> and complete/submit the online form.

## **92) I accidentally removed a magazine from my online collection. How do I restore it to my Zinio.com Personal Account collection?**

Go back to your Personal Account and change the view from 'All magazines' to 'Removed Magazines'. Find the magazine and select to restore it.

Or, go back to your library collection site and check it out again.

## **93) I have forgotten my password. What do I do?**

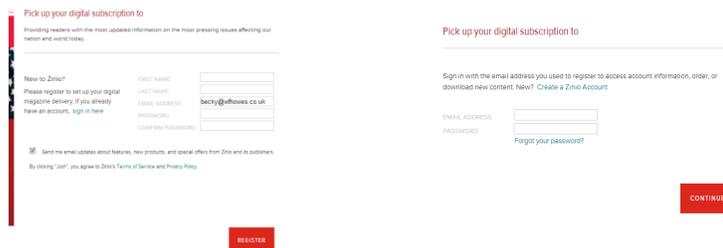
# Frequently Asked Questions

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.

NOTE: you must turn off pop-up blocker on your browser. You will receive an email link which takes them back to the page with a pop-up window that asks for new password and to confirm new password. Pop-up blocker is often preventing them from getting the new password pop-up in all browsers.

Just enter your email address and submit. You will then be sent an email from [rbss@rbdigital.onmicrosoft.com](mailto:rbss@rbdigital.onmicrosoft.com) to guide you through the password reset steps.

If you have forgotten the password to your Zinio.com "Reading List" account when you click "sign in here", click on the "Forgot your password?" link and you will be emailed a new password.



The image shows two side-by-side screenshots of the Zinio.com website. The left screenshot is the registration page, titled "Pick up your digital subscription to". It includes a "REGISTER" button and a "Forgot your password?" link. The right screenshot is the login page, also titled "Pick up your digital subscription to", with a "CONTINUE" button and a "Forgot your password?" link. Both pages have a header with the text "Providing readers with the most updated information on the most pressing issues affecting our nation and world today."

## Support

94) My question isn't in this User Guide or FAQ. How do I ask for help?

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

# Frequently Asked Questions

## Help

We are here to help. Please submit an online support inquiry:

### North America

Please [click here](#) to submit an online support inquiry. We do our best to respond within 24 to 48 hours.

### United Kingdom, Ireland and Australia

Please email your query (including the name of your library) to [ziniosupport@wfhowes.co.uk](mailto:ziniosupport@wfhowes.co.uk)

Please include your library name, description of the help you need, and type of computer or device, operating system, and browser or App. The United Kingdom, Ireland and Australia Zinio for Libraries support team is available to assist you Monday to Friday, between the hours of 8:30am and 5pm (GMT).

## Frequently Asked Questions

Reference our Zinio User Guide to find answers to frequently asked questions.

North America: [User Guide](#)

United Kingdom, Ireland and Australia: [User Guide](#)

[Watch a Tutorial](#)



[Getting Started](#) | [Help](#) | [Terms of Use](#)

95) I am trying to use my library email and password to log into Zinio.com, but it says my password is incorrect. Why is this?

Option 1 - Check to that the Zinio.com session doesn't have another user logged in by seeing if a name is listed as 'hi – name' in the upper right corner of the Zinio.com page. Log out if necessary and log in as your same library email.

Option 2 – the password for the library account is not the same password used when the Zinio.com account was created. If you do not know the Zinio.com password, click to change password on the Zinio.com log in page and follow the procedure to change your password.

96) How do I delete my Zinio.com “Your Reading List” account?

To completely delete the Zinio.com “Your Reading List” account (also known as the Zinio.com Personal Reading Account” contact Zinio.com support for assistance.