Frequently Asked Questions

Contents

Frequently Asked Questions

Frequently Asked Questions

Frequently Asked Questions

Frequently Asked Questions

Answers
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 favourite 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 is serviced by W. F. Howes Ltd. Is the library collection and borrower access side of the digital magazine experience. Zinio.com is the commercial partner with Zinio for Libraries where you can read the magazines you have checked out from the local library collection.

2) Who has access to Zinio for Libraries?

Any active library borrower with a library card may create a library collection account and check-out library collection magazines. If you have any questions regarding your library membership or approval please speak to a member of library staff.

3) Are there any minimum system requirements?

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

Windows XP and higher:
Preferred bowser: Internet Explorer 11 and higher (IE8 and older a 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 bowser: Safari 5 and higher, Firefox 3.6 and higher
Alternative browsers: Google Chrome

Frequently Asked Questions

Screen resolution: 1024 x 768 or higher

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

Preferred bowser: Internet Explorer 11 and higher
Alternative browsers: Firefox 3.6 and higher, Google Chrome

4) What is the average magazine size?

There are 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 (such as National Geographic magazine).

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.

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 all Apple devices, Android devices, Kind Fire/HD, Win 8 devices, Blackberry devices and the 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 Username and Password. The limit is 17 devices with five (5) simultaneously being open at any one time.

8) How do I find user documentation?

User documentation is located in the Help Link located at the bottom right corner of your library's magazine collection page – you may download the User Guides provided by Zinio for Libraries.

9) How do I view an overview video?

The overview video is located in the Help Link, which you can find at the bottom right corner of your library's magazine collection page – you may access the video by selecting the 'Watch a Tutorial' link.

10) Who is providing the support help?

The Help is provided by the W. F. Howes Ltd. 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.

11) How do I contact my local library?

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.

Library Collection - Create an Account/Log In

1) What is a Library Collection Account?

The library collection account is the account connecting you to your library's collection. All magazines are checked out through the library collection account.

2) How do I create a Library Collection Account?

You create 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 borrowers create the account when they check-out their first magazine. The site will prompt you for the necessary information.

Most borrowers will be prompted to enter their library card number then enter their user information.

3) 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 also enables the magazine to be always available for check-out, and so you may check-out the magazine at no charge and keep the magazine forever.

Frequently Asked Questions

4) 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 process.

Collection Search

1) 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. Your 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.

2) 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.

3) 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 (e.g.: news) and all magazines with that portion of the word in their title will be listed.

4) How do I do a genre search?

Genre searches help sort a large magazine collection into desire groups of magazines. Click into the 'All Genres' drop down box located in the upper right side of the browse magazine collection page. Scroll to the desire genre and the available magazines will be listed.
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.

5) 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.

6) How do I search for back issues?

Back issues for magazines 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.

zinio for libraries **Frequently Asked Questions**

Checkout an Issue

1) 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.
Log in (if you're not already logged in)
Complete Check-out.

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

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

3) 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.

4) 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.

5) What is the checkout time limit?

There is no check-out limit. Once a magazine is checked out it will be available for as long as you want in your personal account, under "My Collection".

6) I don't want to check-out a 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 "My Collection". This displays the magazine titles you have previously checked out.

zinio for libraries — Frequently Asked Questions

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

1) 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, you have signed in from the consumer/commercial log in location – and not the library check-out tied space. In this case you should return to the library collection located at:
https://www.rbdigital.com/caseycardinia/zinio

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

The magazine you checked out may not be the newest magazine issue by release date in your personal collection. Your Zinio for Libraries 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'.

3) Where are my magazines stored?

Magazines are stored online for streaming. Your account 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.

4) I already have a previously created 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 but just check that this account has the same email address as the one used for your library collection account. It is essential the two email addresses match so the accounts link together. Remember to log in as a returning user in the centre of the log in page to connect the library magazine issue to your personal account and not prompt you to pay for the issue.

5) I already have an account created at another library; do I need to create a new account for each magazine or can I log in as a returning user?

No, log in to your consumer Zinio.com personal account so long as this account has the same email address as your Zinio for Libraries account. It is essential the two email addresses match so the accounts link together.

Frequently Asked Questions

Navigating Between Library Collection and Zinio.com Personal Account

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

While you are in your Zinio "Reading List" page, 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.

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…

2) Can 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 List" 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.

Reading a Magazine - Online Browser

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

From your Zinio.com "My Collection" page all your magazines previously checked out are sorted by most recent release date. Click on the magazine cover and a Viewer window will open.

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

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

Mobile device apps require you to be connected to the internet to download and read the magazine offline.
Mobile devices need the app due to the requirement for a full version of Adobe Flash.

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

There are various ways…

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

Frequently Asked Questions

4) May I print a page of my checked out magazine?

Some magazines allow multiple page printing. Click on the printer icon (lower left side of viewer window) to see whether this function is available for your chosen magazine. This option is dictated by individual magazine publishers.

5) May I post an article to my social media account (e.g.: Facebook?)

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

6) Is the online viewer ADA compliant?

Yes, contact Zinio.com Support for a copy of the ADA compliance documentation. Please go to http://imgs.zinio.com/cs/webform/webform_en_USA.html and complete/submit the online form.

7) How do I bookmark in the online viewer?

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

8) 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

1) What is a Zinio mobile app?

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

2) What devices is the app available on?

PC, Mac, Apple devices, Android devices, Kindle Fire/HD, Win 8 devices, Blackberry devices and the Nook HD/HD+.

3) Are apps free?

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

Frequently Asked Questions

4) 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.

5) Can I check-out additional magazines in the app?

No, all magazine check-outs need to be made through your library collection account through an internet enabled browser.
The app is only for reading checked out magazines.

6) 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.

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

App links are available on your library's collection page footer.

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

No, all apps require first to download the magazine issue whilst connected to the internet, then reading is offline through your Zinio app.

9) 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.)

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

Whilst you are in the Zinio app, click on the down arrow and the magazine will download. You need to be connected to the internet to download the magazine. You can then read it offline.

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

Yes – once fully downloaded the magazine will be available offline.

zinio for libraries — Frequently Asked Questions

12) How do I navigate through the magazine using the App viewer?

Navigation is consistent with the online experience, with enhancements based on the device. For example on an iPad; pinching out on the screen with your fingers rather than clicking a 'magnifying glass' would allow you to zoom in and swiping your finger across the screen from right to left would turn the page.

13) Can I print a page of my checked out magazine?

Some magazines allow multiple page printing – if you can print with the online streamed edition, printing is available on the app.
Click on the printer icon (lower left side of viewer window) to see whether this function is available for your chosen magazine. This option is dictated by individual magazine publishers.

14) Can I post an article to my social media account (e.g.: Facebook?)

Yes, and in many devices (i.e. iPad) emailing the article is also available. Click on the '+' sign in the navigation menu.

15) Is the app viewer ADA compliant?

Mobile apps have settings for increasing screen size, but not totally ADA compliant. Contact Zinio.com app support for compatibility of your device and settings. Please go to http://imgs.zinio.com/cs/webform/webform_en_USA.html and complete/submit the online form.

16) Can 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.

17) How do I bookmark in the apps?

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

On the mobile app, click on "more" in the bottom right cornet, select "bookmarks" and follow the instructions.

18) 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.

19) 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. Here you can check whether your device is supported for that magazine.

Managing Personal Magazine Issues - Online Collection

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

There is no limit.

2) 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.

3) 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.

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

When a magazine is checked out on your library's collection page (before you complete checkout) 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 and you will be advised that the title "requires Zinio Reader 4 to view…".

Frequently Asked Questions

Managing Personal Magazine Issues - App Collections

1) 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.

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

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.

3) 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.

4) 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 need to be made from your library's collection site available from an internet enabled browser.

Checking Out Additional Magazines

1) 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 "Reading List" Account and via apps is only a reading account for issues checked out in your online browser Library Collection Account.

2) 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 checked out magazines only.

All check-outs are completed from your library's collection site available from an internet enabled browser.

zinio for libraries   Frequently Asked Questions

Troubleshooting

1) 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.

2) 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"?

First check whether someone else is already logged into their Zinio.com account on your computer/device by going to zinio.com from your browser. If someone else is logged in you'll see their name in the top right corner. Click "Log out" and return to your library's collection page to try and check out the magazine again.

If you still receive the message, check that the email on your library's Zinio Collection page matches your Zinio.com account. These email addresses must be the same so the accounts link together. Please contact Ziniosupport@wfhowes.co.uk if you need us to change your library's collection page account email address.

The magazine may have already been subscribed to (checked out) from the library's Zinio Collection page. The magazine will appear on your Zinio.com "Reading List" page. Magazines are displayed 12 per page, with a Next button in the lower right hand corner of the page in small print.

Or, you may have previously selected the magazine, but removed it from your "Reading List" account. 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.

3) 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 you 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 on your desktop. To install the app on your smartphone or tablet, go to your device's app store and download free of charge by searching for Zinio.

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".

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

5) My Zinio Reader 4 app presents me with a blank black screen. Why is this?

There is 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...

In XP:
C:\Documents and Settings\YourWindowsUserName\Application Data\ZinioReader4.9...
C:\Documents and Settings\YourWindowsUserName\Application Data\ZinioAlertMessenger9...

6) 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.

7) 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://imgs.zinio.com/cs/webform/webform_en_USA.html and complete/submit the online form.

8) 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's collection site and check it out again.

Support

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

Email ziniosupport@wfhowes.co.uk and one of our support team will contact you. Our opening hours are 8:30am to 5pm Monday to Thursday and 8:30am to 3:45pm on a Friday.

2) I have forgotten my library collection account 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.
Just enter your email address and submit. You will then be sent an email from rbsso@rbdigital.onmicrosoft.com to guide you through the password reset steps.

Please 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.

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.

Frequently Asked Questions

3) 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 your library account may not be the same password you chose when you created your Zinio.com "Reading List" account. If you do not remember your Zinio.com password, click to change password on the Zinio.com log in page and follow the procedure to change your password.

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

To completely delete your Zinio.com "Reading List" account contact Zinio.com support for assistance. Please go to http://imgs.zinio.com/cs/webform/webform_en_USA.html and complete/submit the online form.