



LIBRARY MEMBER USER GUIDE



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Part 1) How to create a new account

Borrowers first need to register their Zinio library collection account through their library.

1. Click on the library Zinio collection URL
2. Click "Create New Account" in the top right hand corner of the magazine collection page




3. Depending upon your library's chosen authentication method, the below pop-up box will appear for you to enter your library card number (ensuring there are no spaces between the numbers and/or letters). Click "Next"

4. The below pop-up box will appear. Enter your details, create a password and click "Create Account"

5. Your account is now active. You will be sent a “welcome email” to confirm the account has been created.
6. Your library’s collection is now ready for you to browse and checkout issues of your favourite magazine titles!

Welcome to the W. F. Howes Test site Zinio for libraries e-magazine collection. Please browse at your leisure and click on a title to start reading!

W. F. Howes Test Welcome, becky | Log out

RBdigital Gateway -> Zinio Magazine Collection 













To checkout a magazine to your Zinio account, simply click on the magazine of your choice.

[Go to My Checked-out Magazines](#)

Q Title search

All Genres

[1] 2 3 4 5 6 7 Next >>

			
net	25 Beautiful Homes	25 Beautiful Kitchens	50 Great British Locomotives
			
Aeroplane	Artists & Illustrators	Auto Express	Aviation Classics
			
Britain	Canoe & Kayak	Classic Bike Guide	Classic Ford

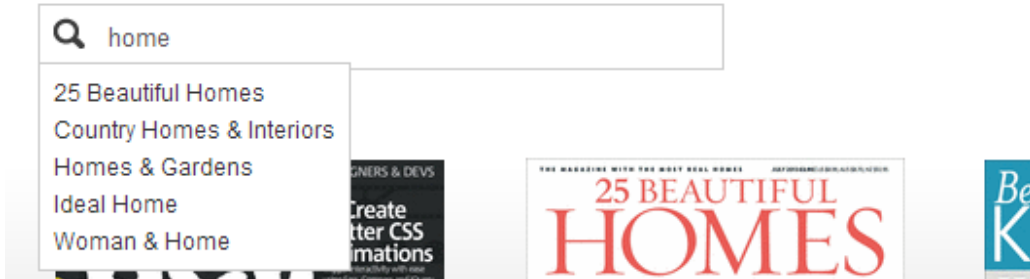
[1] 2 3 4 5 6 7 Next >>

Part 2) How to checkout a magazine issue

1. You can search for magazine titles in a number of different ways:

- By **keyword** – In the search box in the top left corner of the page, type in the word and magazine titles containing that word will appear in a drop down list for you to select. If you don't select a title and hit "enter" on your keyboard, you will be shown all of the related titles' cover images on the page

To checkout a magazine to your Zinio account, simply click on the magazine of your choice.



- By **title** – In the search box in the top left corner of the page, type in magazine title and it will appear in a drop down list for you to select and it's cover image will then appear on the page
- By **letter** of the alphabet – In the search box in the top left corner of the page, type in the letter and magazine titles starting with that letter will appear in a drop down list for you to select. If you don't select a title and hit "enter" on your keyboard, you will be shown all of the related titles' cover images on the page.
- By **genre** – Use the drop down list in the top right corner of the page to show magazines listed within your chosen genre.



- Scroll through the pages clicking "Next" or the page numbers at the top and bottom of the page

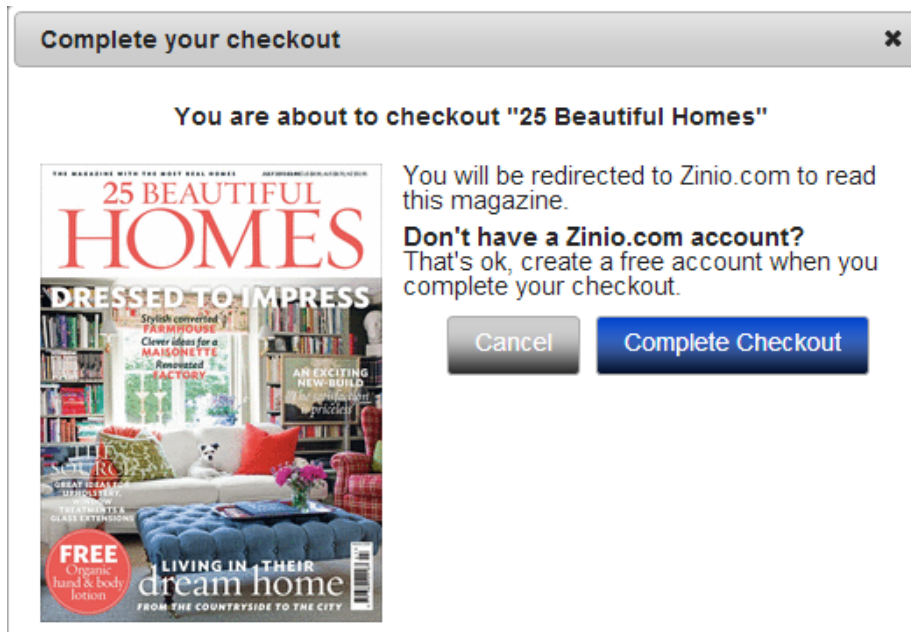
[1] [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [Next](#) >>



2. Click on the cover of the magazine you would like to checkout



3. A pop-up box will open. Click "Complete Checkout"



4. A second browser window will open to Zinio.com "Pick up your digital subscription to..."

a) If you are new to Zinio.com you will need to register for a free Zinio.com account to view your magazine. To do this, enter your details and click the "Register" button.



Pick up your digital subscription to

More real homes than any other magazine.

New to Zinio?

Please register to set up your digital magazine delivery. If you already have an account, [sign in here](#)

FIRST NAME	<input type="text"/>
LAST NAME	<input type="text"/>
EMAIL ADDRESS	<input type="text"/>
PASSWORD	<input type="password"/>
CONFIRM PASSWORD	<input type="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](#).





Why do I need to create this account?

This Zinio.com account is required for you to view the magazines online and access the mobile apps.

Please note that this is a separate account from your library authenticated account created to select, store and access your library magazines; building your own unique collection. The benefit of your personal account beyond viewing the magazines, enables you to personalize your collection to view online or offline (on Zinio Reader 4 enabled Apps.) Apps are developed specifically for PC, Mac, iPad, iPhone, Android, Kindle Fire, Blackberry Playbook and Windows8 devices. You can access your checkout magazine issues anytime, anywhere.

You must ensure the email you use for your Zinio.com account is exactly the same as your library authenticated account so that the accounts link together.

b) If you already have a consumer Zinio.com account make sure you're not already logged into your account so you can tie your existing account to your library account. Click on the "sign in here" link and your personal magazines and the one you selected from the library collection will appear in your Zinio.com "Reading List".



Pick up your digital subscription to

More real homes than any other magazine

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

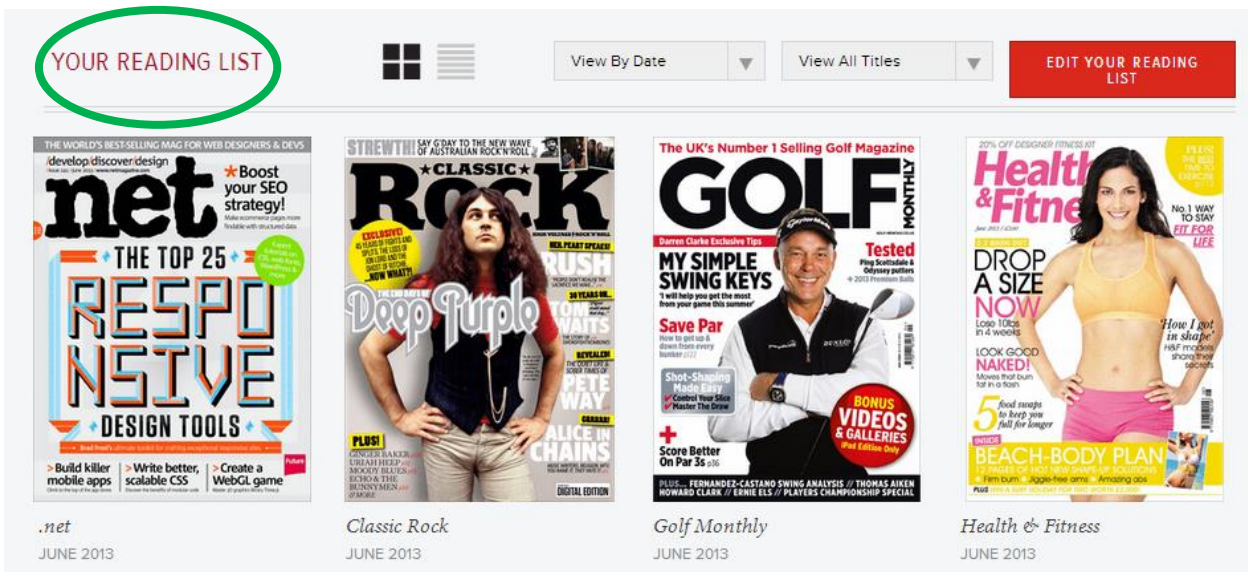


Send me email updates about features, new products, and special offers from Zinio and its publishers.

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

REGISTER

5. After logging into your Zinio account, you will view your magazines in “Your Reading List”.



When you click on the magazine, it will open in a new browser box.

With the online reader you can view page spreads of the magazine just like in the print edition with many areas of the magazine having added-value links.

Additional view options include using the gallery view, slide page features and quick access to the magazine table of contents page. You can even search within a magazine, print pages (in some cases, where magazine publishers have allowed this) and zoom the page(s) to enjoy more page detail.

If a “This title requires Zinio Reader 4 to view. Please download by clicking here.” prompt appears when you hover over the magazine cover, this means the issue may only be viewed in the Zinio Reader 4 app.



Zinio Reader 4 is a software application from Adobe to enable secure downloading and reading of magazines.



Adobe is a large, trusted provider of software and this programme has proven simple to use as well as being very reliable.

Zinio Reader 4 gives you the ability to read magazines on the move and off-line.

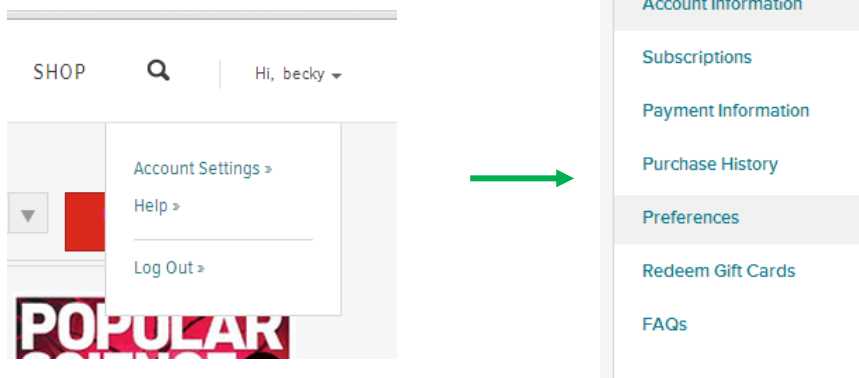
You will only need to download the software once.

How to download Zinio Reader 4 will be explained in **part 3**

With the online reader you can view page spreads of the magazine just like in the print edition with many areas of the magazine having added-value links.

6. Review your email preferences.

By clicking on your name in the top right corner and selecting "Account Settings"



The 'Let Zinio Decide' box is defaulted as checked. This selection will send you some email notifications including promotions from the Zinio.com commercial site.

If you do not wish to receive email messages, simply de-select the option by clicking the 'check mark' off and update your preferences by clicking the 'save changes' button.

YOUR INTERESTS:

<input checked="" type="checkbox"/> let zinio decide	<input type="checkbox"/> art	<input type="checkbox"/> automotive
<input type="checkbox"/> entertainment	<input type="checkbox"/> home	<input type="checkbox"/> lifestyle
<input type="checkbox"/> men's interests	<input type="checkbox"/> news	<input type="checkbox"/> science
<input type="checkbox"/> sports	<input type="checkbox"/> travel	<input type="checkbox"/> women's interests

ABOUT YOU

AGE RANGE:

GENDER:

EMAIL PREFERENCES

Daily Deals : Sign me up for Zinio's deal of the day email

SEND ME EMAIL UPDATES ABOUT FEATURES, NEW PRODUCTS, AND SPECIAL OFFERS FROM ZINIO AND ITS PUBLISHERS.

Yes No

SEND ME PROMOTIONS FROM ZINIO'S TRUSTED THIRD-PARTY PARTNERS.

Yes No

SAVE CHANGES



If you decided to move away from your “Reading List” and browse the Zinio.com retail site (not associated to you library’s collection in any way), you can change your adult content settings to suit your preferences:

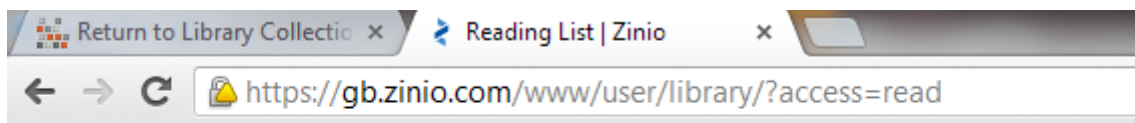
ADULT CONTENT

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

7. While you are in your Zinio “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).

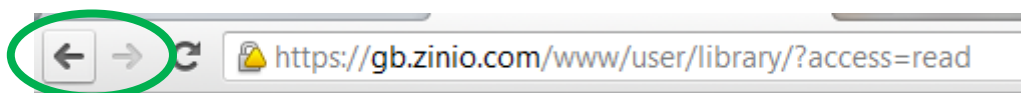


zinio™

YOUR READING LIST

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...



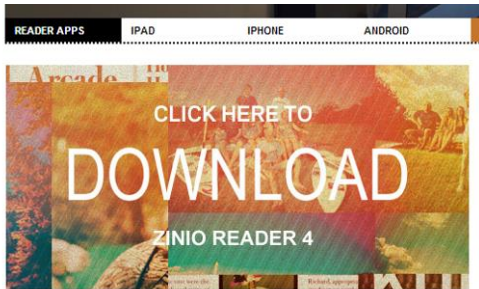
It is important to note that you are not subscribed to the magazine, your library is. To pick up your next issue of the magazine, you will need to return to your library collection and click on the magazine cover again when available.



Part 3) How to download Zinio Reader 4

a) For your PC

Click on the magazine title and you will see the screen below...



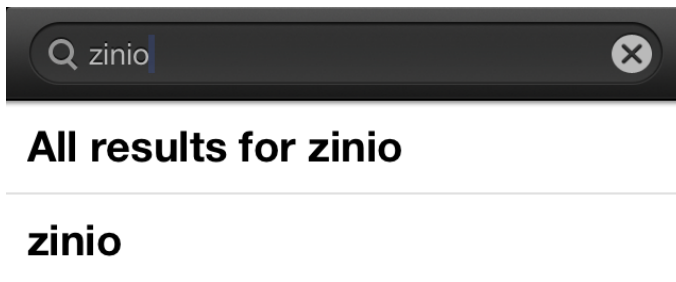
Click on the above picture "Click here to Download Zinio Reader 4 and follow the installation process.

Or, you can download directly from <http://www.zinio.com/apps/desktop.jsp>

b) For your Apple Device (Mac, iPad, iPhone)

Type "zinio" into your App Store and install:

1. Open the "Apple App Store" on your Apple Device
2. In the search bar type "Zinio" and press search
3. Select the "Zinio" app listed in the search results.

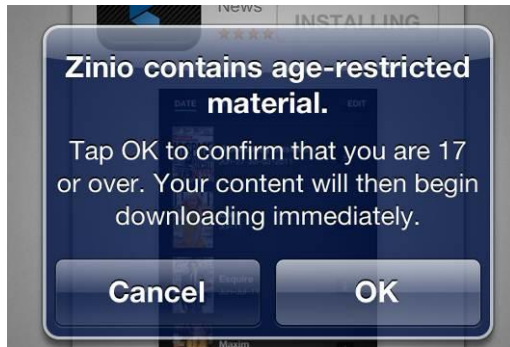


4. You will now be presented with information about the app, select the "install" button located in the top right.



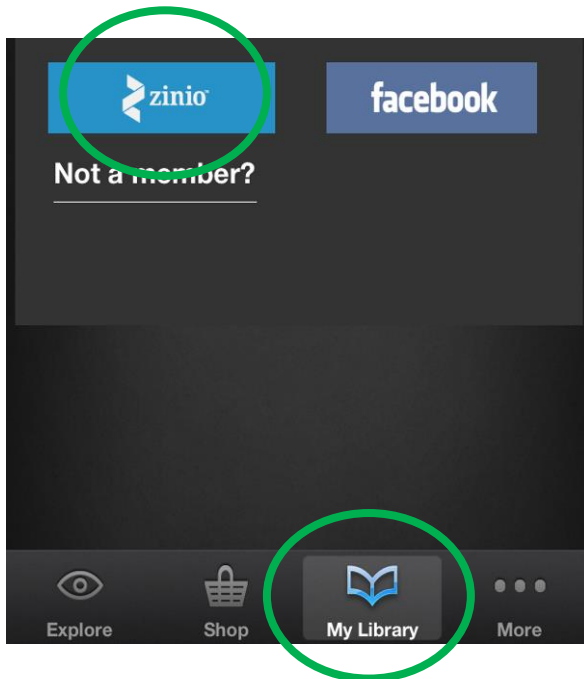


5. This will now open the permission window, click "OK".

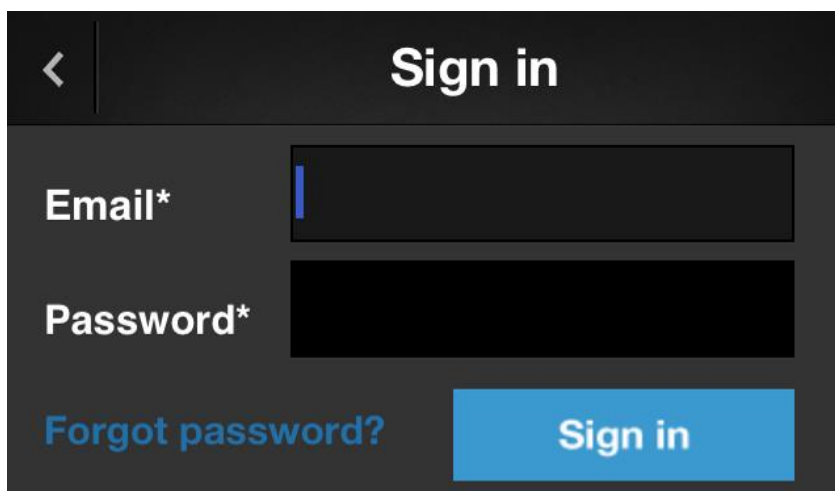


6. You will now have a Zinio icon on your device. Select the icon to enter the application.

7. Select the "My Library" icon on the bottom of the screen then click the "Zinio" button.



8. Sign in using your Zinio.com "Your Reading List" email and password. You will now be able to view/download the magazines you have chosen from your library's collection.

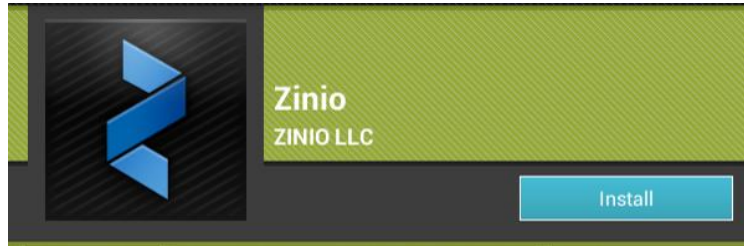




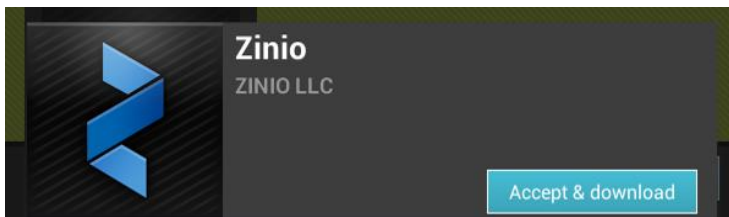
c) For your Android device

Type "zinio" into your Play Store and install:

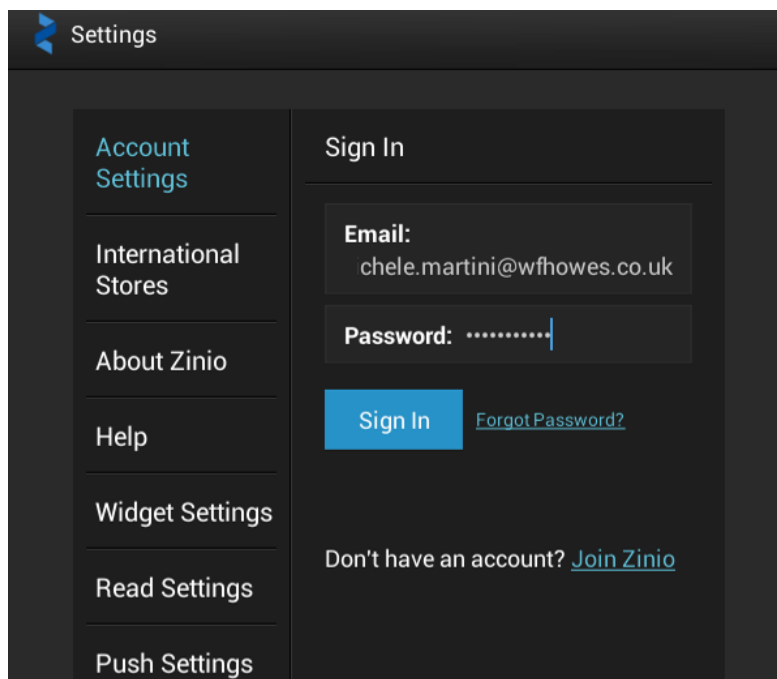
1. Open the "Google Play Store" on your Android Device
2. In the search bar type "Zinio" and press search. The search bar in the play store is normally located at the top and depending on what version of the OS you are using it may just be an icon of a magnifying glass
3. Select the "Zinio" app listed in the search results.
4. You will now be presented with information about the app, select the "install" button located in the top right.



5. This will now open the permission window and located in the top right hand corner is the "accept & download" button. Press this to download the application. (The permission window just lists which components the application will use while running on your device)



6. You will now have a Zinio icon on your device. Select the icon to enter the application.
7. The first time you open the application you will go straight into the application settings. In here enter your Zinio username and password and any other preference you want to set. (Anything you set can be change at any time by just going back into the settings.)





d) For your Kindle Fire/Fire HD device

Amazon.com has chosen not to list the app for Kindle Fire/Fire HD on their web store. However please follow the instructions to download the Zinio App for your device:

Note: these instructions are ONLY for users on the Amazon Kindle Fire. This installer is not supported for any other device.

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 devices)> select "ON"
2. Download the APK (app installer) from <http://imgs.zinio.com/faq/ZinioReader.2.1.6195.KindleFire.apk> (just tap this link on your Kindle Fire)
3. To monitor your download put your finger on the top left corner of the screen and 'swipe' down or pull down. This will show the download progress. Once the download is complete, tap the file that you have downloaded, select "Install" and press "Open" when the installation is complete.

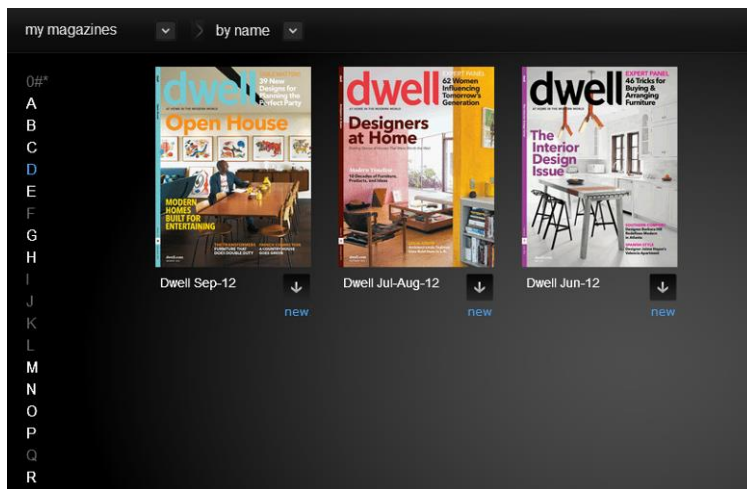
e) If your mobile device does not have a dedicated app

Zinio may still be accessed through your browser feature (ie Nook Colour/Tablet). Many magazines can be viewed through a device browser, the only exception would be a magazine that requires a Zino Reader.



Part 4) How to use Zinio Reader 4

1. Open the app once downloaded and installed.
2. Enter the username and password that you used when you created your personal Zinio.com account when prompted to sign in
3. View your “My Magazines” to locate your checked out magazine(s).
4. You can now view your magazines online or download to they are available for off-line viewing.



All the same viewing options are in the app with the added mobile device apps features of setting a Favourite option for bookmarks a “clipping”.

For mobile device apps, there is an additional “Text” option for viewing just the text for an article.

5. You can not currently return to your Library collection page directly from the Zinio Reader 4 app; you will need to minimise and return to your browser. When you have selected a new title to add to “Your Reading List”, return to your Reader 4 app, refresh and the title will automatically transfer.



Frequently Asked Questions

1. 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"?

This message means that you already have added that magazine to your collection. This is a security feature required by Zinio to ensure that only one patron has access to one magazine per account.

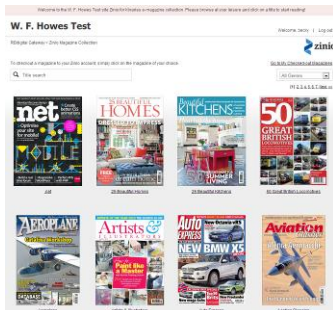
If you hadn't previously downloaded the issue, **you will also see this message if** another user's account is still logged into zinio.com on the PC/Mac/laptop/device you're using. This will mean that your library collection account is unable to link to your zinio.com account.

Please go to www.zinio.com and log out of the previous user's account. You can either login to your account then so the title automatically transfers through when you go back into your Library Collection page and click on the cover, or click on the cover and you will be asked to login then.

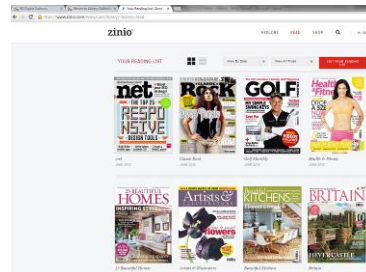
2. I am trying to use my library email and password to log into Zinio.com, but it says my password is incorrect. Why is this?

Zinio for Libraries requires that a borrower creates a library account to access the library's collection page and a separate Zinio.com account to read and manage their content. This is a security feature demanded by the publishers participating in our program. You should use the same email address for both accounts.

YOUR LIBRARY COLLECTION ACCOUNT



YOUR ZINIO.COM "READING LIST" ACCOUNT





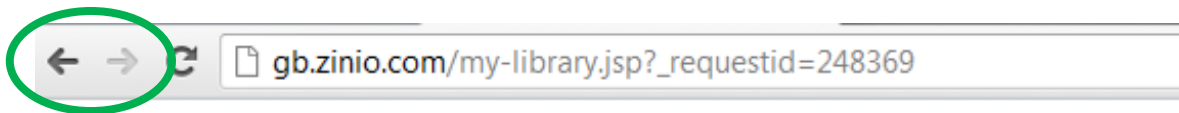
3. How do I navigate from my Zinio.com account back to the library collection page?

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.

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...



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

There are three ways to do this:

1. When you first create a user account on Zinio.com, you are asked to set up email permissions as part of that process. If you leave all of the ‘boxes’ unchecked, you will not receive promotional emails.
2. You may change your email permissions anytime by clicking in the “Account Settings” tab on your Zinio account page, then on the “Email Preferences” link and checking or unchecking the boxes.
3. At the bottom of every email is an “Update Contact Preferences” link that you can use to change your email preferences.

5. How do I checkout the next issue of a magazine?

You need to go back to your Library’s Collection and “Click” on the next issue to add it to your Zinio.com “Reading List” and Reader 4 apps.



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

This is a recent issue on the Zinio side and it is related to the new release of Google Chrome. Zinio has fixed the problem but 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.


7. I have selected a title that says “Download Reader 4 to Read”. What does this mean?

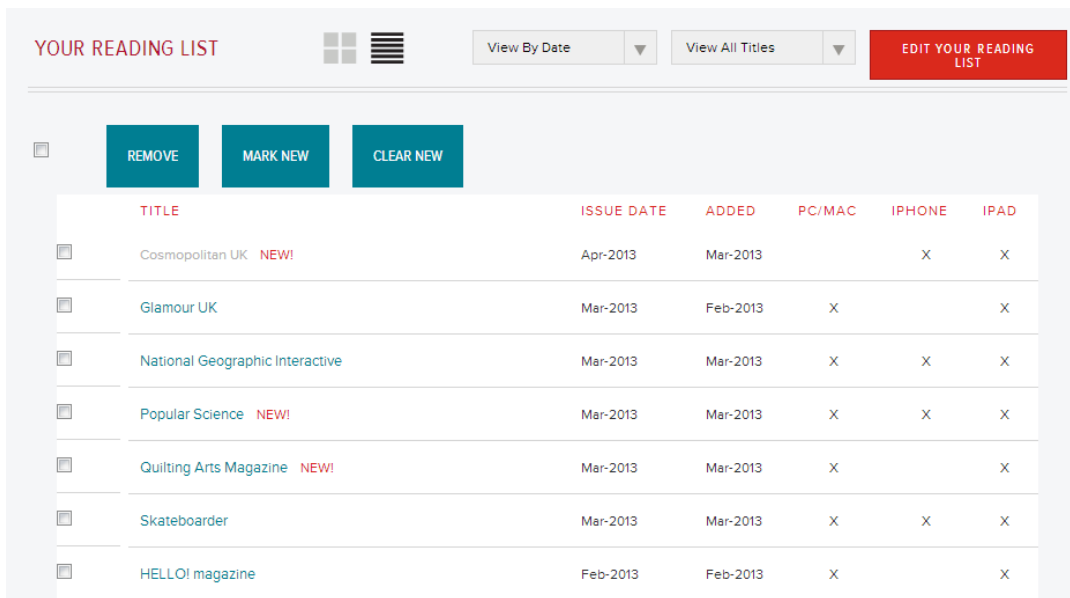
Some publishers only allow their magazines to be read via download and not via the online reader. These titles require a user to download the Zinio Reader 4 software app to their PC, Mac or mobile device in order to read the magazine. Clicking on the image of the magazine initiates the download process.

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”).

8. 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. The mobile device availability status for all titles you have checkout can be checked by clicking on the

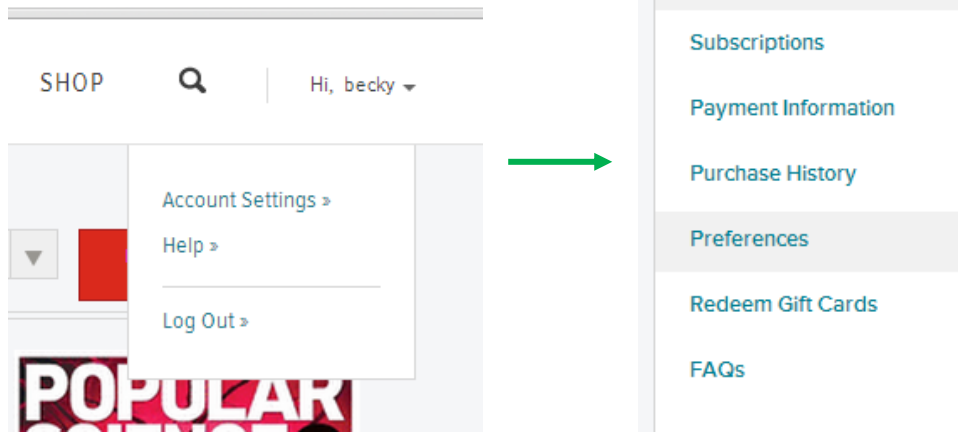
List View icon  on the ‘Your Reading List’ in your Zinio.com account.



TITLE	ISSUE DATE	ADDED	PC/MAC	IPHONE	IPAD
<input type="checkbox"/> Cosmopolitan UK NEW!	Apr-2013	Mar-2013		X	X
<input type="checkbox"/> Glamour UK	Mar-2013	Feb-2013	X		X
<input type="checkbox"/> National Geographic Interactive	Mar-2013	Mar-2013	X	X	X
<input type="checkbox"/> Popular Science NEW!	Mar-2013	Mar-2013	X	X	X
<input type="checkbox"/> Quilting Arts Magazine NEW!	Mar-2013	Mar-2013	X		X
<input type="checkbox"/> Skateboarder	Mar-2013	Mar-2013	X	X	X
<input type="checkbox"/> HELLO! magazine	Feb-2013	Feb-2013	X		X

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

1. Click on your name in the top right corner and selecting “Account Settings” and choosing “preferences”



2. If you decided to move away from your “Reading List” and browse the Zinio.com retail site (not associated to you library’s collection in any way), you can change your adult content settings to suit your preferences:

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

10. Why do I have to login twice; once into my Library’s collection and then into my Zinio.com account?

This is a security feature demanded by the publishers participating in our program.

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.



11. 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.

12. 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...



13. 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 and Blackberry Playbook. 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.



14. 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.

15. I have downloaded Zinio Reader 4, but the magazine in my "Your Reading List" still shows the "...requires Zinio Reader 4 to view..." tag over the cover. I click on it and it takes me to the download page. Why is this when I already have the app?

This is being amended by Zinio.

You do not need to install Zinio Reader 4 again.

To view the title, just open up or refresh your Zinio Reader 4 app and the magazine issue will be there to download and read.



16. What is the average magazine size?

There is a huge 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



17. 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.

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.

Log in [Close]

Don't have a log in? [Create New Account](#)

Email:

Password:

[Forgot password?](#)

Log in

Reset Your Password [Close]

Enter the email address for this account and click Submit.

Email:

Cancel **Submit**

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.

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CONTINUE

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

You will need to contact Zinio.com direct to request this. Please go to http://imgs.zinio.com/cs/webform/webform_en_USA.html and submit the online form.



19. I am having problems with my Zinio Reader 4 app. What do I do?

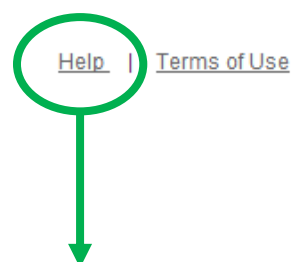
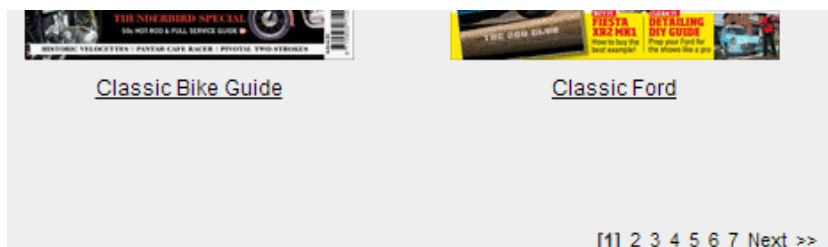
First try closing the app and then re-open. If this doesn't work, delete the app completely from your device and download again/reinstall.

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.

The screenshot shows the Zinio Customer Support form. At the top left is the Zinio logo. Below it is a grey box with the text: "To contact Zinio Customer Support, please complete this form and click the submit button below." The form fields include: "Zinio Account Email *" (text input), "What can we help with?" (dropdown menu with "--None--" selected), "Summary of your inquiry" (text input), "Which Reader app or device are you using?" (dropdown menu with "--None--" selected), "Operating System" (dropdown menu with "--None--" selected), and "Publication Title (if applicable)" (text input). To the right of the form is a dashed box containing the text: "Have you reviewed our self-service solutions? Answers to popular questions have been posted for your convenience." Below the form is a "submit >>" button and a small disclaimer: "A confirmation will be sent to your Zinio Account Email address. Most inquiries are responded to within 24 hours. Please do not submit multiple forms. To check on the status of your inquiry, please reply to your confirmation email."

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

In the bottom right corner of the collection page there is a "Help" link. Click on this and the below message will appear.





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

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).

Please send ziniosupport@wfhowes.co.uk an email and our Zinio Support Team will answer your query.

A user guide will also be available as a link on this screen.

21. Are there any minimum system requirements?

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

Windows XP and higher:

Preferred browser: Internet Explorer 8 and higher

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

To view and download magazines through the Zinio Reader 4 app

Installation requires Adobe AIR 1.5.3 or later

Windows XP or higher:

Recommended Specifications: 2GHz Pentium, at least 1GB RAM, 1GB free hard drive space

Mac OS 10.6 or higher expect for Power PC models:

Recommended specifications: 1.83GHz Intel Core Duo, at least 1GB RAM, 1GB free hard drive space



22. 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.