

# RBdigital app launch

## Frequently Asked Questions



From 28 June to 29 July 2017 Wavesound will have support available to assist your library users and staff with any questions in relation to the new merged app. Over the first two weekends after our exciting new app goes live which is 1 & 2 July and 8 & 9 July we will have a live toll free number available to call between 9 to 5pm AEST on Saturdays and 10 to 3pm AEST (Australian Eastern Standard Time) on Sundays. This line is operational during usual business hours Monday to Friday 9 to 5pm AEST on all other dates during this first month. The Toll free number will be provided in next update before launch.

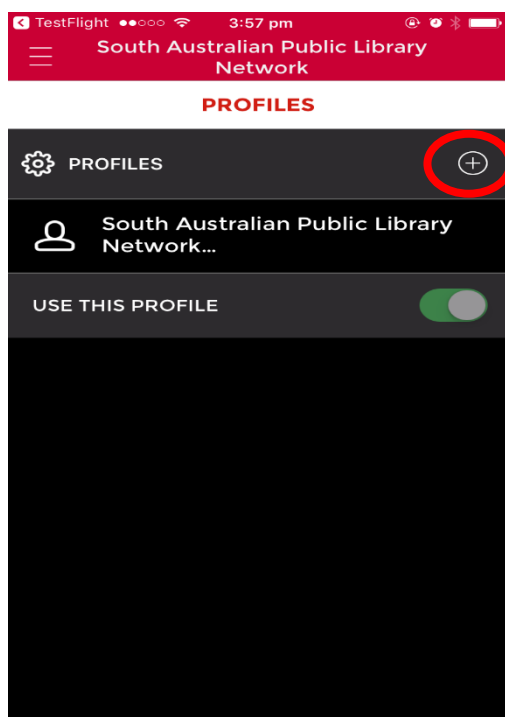
### How do I log into the new RBdigital app?

- If you currently use OneClickdigital and/or Zinio for Libraries you can login using either your OneClickdigital username and password OR Zinio for Libraries email address and password.
- If you have never used OneClickdigital or Zinio for Libraries, please go to your library's website and register for RBdigital magazines or audiobooks/eBooks using any online browser.

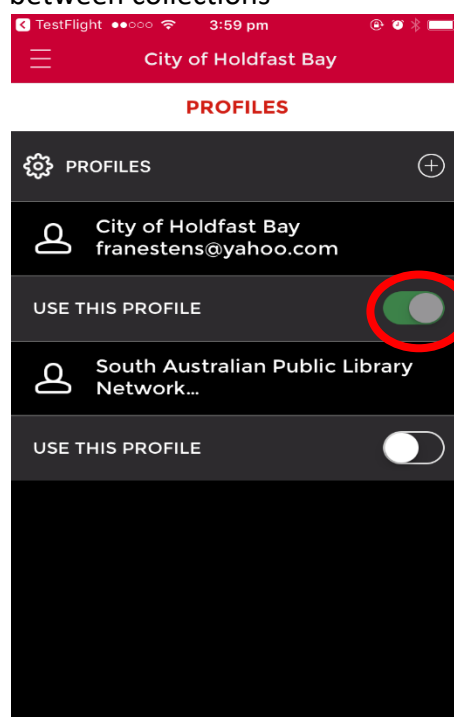
### Can I have more than 1 log in to different libraries I belong to?

- Yes you can if you belong to more than 1 library you can add a profile for each library to view different library collections. Go to 'Your Profiles' to add more libraries.

#### Add a new profile



#### Log in and enjoy Your Profiles to toggle between collections



### **I'm trying to register but I keep getting an error message**

Have you ever had a OneClickdigital or Zinio for Libraries account?

- If you have, please login using the username or email address and password you used to use to log into either of these accounts.
- If you haven't, please let us know the name of your library, your name, email address and library card number so we can look into this for you.

### **I am trying to login but keep getting an error message**

Have you tried resetting your password?

- If not, please click the "forgot password" link, reset your password and try to login again.
- If you still can't login, please let us know the name of your library authority, your name, email address and library card number so we can look into this for you.

### **What does "App notifications to library members for user engagement and technical support" mean?**

These notifications are similar to what you receive if you use Facebook and receive an alert about a "like" to a post you've created or if you receive BBC News alerts and are notified if there is some breaking news.

When the end user first installs the app, they will be asked if they are happy to receive notifications and if not, they won't receive any.

Initially the notifications will be created and controlled by our site developers and be used generically for such things as notifications of downtime or new features within the app.

At some point in the future the "engagement" aspect may also be around promoting titles to the end users, but under the assurance this would only happen for libraries who have those specific titles in their collection.

We don't have confirmation on whether the admin of this will be available to the library admin in the future.

### **Will there be a message in our OneClickdigital and Zinio for Libraries websites?**

We won't be adding any messaging to the websites as we wouldn't want to risk overwriting any other important messaging library authorities may have generally on their sites with a system wide generic message. Feel free to add messaging yourself though – if you need help with how to do this email [rbdigital@wavesound.com.au](mailto:rbdigital@wavesound.com.au)

### **Will there be any downtime?**

Yes, Zinio and OneClickdigital will be down for the most part of 28 June.

### **Can I view ALL of my checked out magazines in the app?**

At launch you will be able to see up to 30 checked out magazines in the app. These are arranged in issue date order - newest to oldest.

The ability to see all checked out items will be available in a future update.

### **Can I manage my account in the app?**

No, you will still need to go to the library website via your browser to do this.