

### **How do I register in the app?**

To use the RBdigital app, you need to register on your library's RBdigital audiobook/eBook OR RBdigital magazine website using any browser.

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

- If you currently use Zinio for Libraries, or ComicsPlus library Edition, you can login using your Zinio for Libraries email address and password.
- If you have never used Zinio for Libraries, ComicsPlus library Edition, please go to your library's website and register for RBdigital magazines or comicsplus.

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

Have you ever had a Zinio for Libraries or ComicsPlus library Edition 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 authority, 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.

Is the error message "Patron doesn't exist"?

- If you created a Zinio for Libraries or ComicsPlus library Edition account before November 2016 please log into your library's RBdigital magazine site to reactive your account. You will then be able to log into the app.
- If this is because you haven't already registered, please register on your library's RBdigital digigital magazine website using any browser. In-app registration will be added to the RBdigital app in the near future.

### **I was logged into the OneClickdigital app when I updated but it's logged me out and now I can't log into the new RBdigital app - help!**

This may be because your settings weren't set to remember your password in the old app or may also happen if you have recently changed your password on the website.

If you're unable to login afresh, you will need to uninstall then reinstall the RBdigital app on your device.

Please be aware that you will still be able to access all of your checked out items, but you will need to re-download any books you had previously downloaded and bookmarks will be lost.

### **I've logged into the RBdigital app but can't see magazines - where are they?**

Does your library authority mention digital/eMagazines on their website?

- If not, they're not appearing because they don't subscribe to our digital magazine service please contact your library to register interest
- If they do, what is the URL of the eMagazine site you are taken to?

### **Known RBdigital app/website issues**

RBdigital audiobook/eBook website NEW Saved Search feature

We have added Saved Search to the site as a great new addition for regular users of the website.

Initially, Saved Searches can not be deleted - this will be fixed in a future update.

**Click here to download for Windows or Mac:**

<http://customerservices.rbdigitalglobal.com/#/help/support>

Mac users may experience the error message: "Error Using Keychain".

To proceed, simply remove and re-add your profile to the Media Manager.