Part 1) How to create a new account.......................................................... 3
Part 2) How to checkout a magazine issue ............................................. 5
Part 3) How to download Zinio Reader 4 ............................................... 9
  a) For your PC ..................................................................................... 9
  b) For your Apple Device (Mac, iPad, iPhone) ...................................... 9
  c) For your Android device ................................................................. 11
  d) For your Kindle Fire/Fire HD device ............................................... 12
  e) If your mobile device does not have a dedicated app ...................... 12
Part 4) How to use Zinio Reader 4 ....................................................... 13
Frequently Asked Questions................................................................. 14
  1. I created an account but I did not receive my confirmation email. Why not? ........ 14
  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”?.......... 14
  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? .................................................................................. 14
  4. How do I navigate from my Zinio.com account back to the library collection page? .... 15
  5. I am receiving emails from Zinio with special promotions and offers. How do I stop receiving these emails? ........................................................................................................... 15
  6. How do I checkout the next issue of a magazine? ................................ 16
  7. I am having trouble viewing my magazines on Zinio.com when using the Google Chrome browser. Why is this? ........................................................................................................ 16
  8. I am receiving free issues of magazines in my Zinio.com library. How do I stop this from happening? ....................................................................................................................... 16
  9. I have selected a title that says “Download Reader 4 to Read”. What does this mean? 16
  10. A title I have checked out is not appearing on my iPhone or Android mobile device. Why? ................................................................................................................................. 17
  11. I do not want to see “Adult” publications when I’m using my Zinio.com account. How do I turn those off? .................................................................................................................. 17
  12. Why do I have to login twice; once into my Library’s collection and then into my Zinio.com account? .................................................................................................................... 18
  13. I’m having problems downloading Reader 4. What can I do? ............... 18
  14. My Zinio Reader 4 app presents me with a blank black screen. Why is this? ....... 18
  15. How do I find the Zinio Reader 4 app for my device? .......................... 19
  16. How do I access my library’s magazine collection from the Zinio Reader 4 app to checkout more titles? .............................................................................................................. 19
  17. I have downloaded Zinio Reader 4, but the magazine in My Library still shows the “Download Reader 4 to read” 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? ........................................... 20
  18. What is the average magazine size? ................................................... 20
  19. I have forgotten my password. What do I do? .................................... 20
  20. How do I delete my Zinio.com “My Library” account? ........................ 21
  22. My question isn’t in this User Guide or FAQ. How do I ask for help? ......... 22
23. Are there any minimum system requirements?

........................................................... 22
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 Account”
3. Depending upon your library’s chosen authentication method, you may be asked to enter your library card number (ensuring there are no spaces between the numbers and/or letters)
4. Enter your email, create a password and state your name then click “Create Account”
5. The Zinio Account set up status will display “Successful! Email has been sent to you”
6. An activation email link has been sent to your email. Please check your junk/spam email folder if you do not receive the email before contacting your library administrator
7. Click on the link and you will be informed that your account is active and you can return to login

8. Enter the email and password you created and “Login”
9. Your login screen status confirms “Log in Confirmed” and will automatically launch the library collection page.

10. Your library’s collection is now ready for you to browse and checkout issues of your favourite magazine titles!
Part 2) How to checkout a magazine issue

1. You can search for magazine titles in a number of different ways:
   - By Keyword (type in the word and click “Go”)
   - By title (a drop down list – no need to click “Go”)
   - By genre (a drop down list – no need to click “Go”)
   - By letter of the alphabet
   - View “All” and scroll through the pages clicking “Next” or the page numbers at the bottom of the screen

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

After you select your first magazine in your Library Collection, a second browser window will open to Zinio.com “Pick up your digital subscription to...”

3. If you are new to Zinio.com you will need to create a free Zinio.com account to view your magazine. 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, and Blackberry Playbook 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.

**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 “My Library”.

4. Review your email preferences.
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 ‘submit’ button. Regardless of your selection, you will receive a reminder email each time a new issue is available of a title you have previously checked out as per standard digital magazine practices.

You can go into “account settings” and amend these preferences at any time.
5. After logging into your Zinio account, you will view your magazines in your “My Library”.

If a “Read” prompt appears when you hover over the magazine cover, click and the magazine 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 “Requires Reader 4” prompt appears when you hover over the magazine cover, the issue may only be viewed in the Reader 4 app.

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. Reader4 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.

6. While you are in your Zinio “My Library” 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 “My Library/My Account” 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...
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 “My Library” 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.

![Zinio app installation](image)

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)

![Permission window](image)

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.)

![Application settings](image)
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 here (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.
3. 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 Library” or “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 select a new title to add to your “My Library”, return to your Reader 4 app, refresh and the title will automatically transfer.
Frequently Asked Questions

1. I created an account but I did not receive my confirmation email. Why not?

The notification emails are sent automatically after you subscribe and should show up in your email account within minutes of registering. If you do not receive the confirmation email, it may have been blocked by your email security setting. Please check your spam or junk mail folder. If it is not there, open your security settings in your email and set them to allow delivery from Your Library <rbssso@rbdigital.onmicrosoft.com> and try the registration process again.

If you still fail to find the message, please contact your Library’s Collection administrator who will be able to set up an account for you manually.

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”?

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.

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?

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

While you are in your Zinio “My Library” 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 “My Library/My Account” 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...

5. 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.
6. 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 “My Library” and Reader 4 apps.

7. 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 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.

8. I am receiving free issues of magazines in my Zinio.com library. How do I stop this from happening?
This is something you can control via your “account settings” tab on Zinio.com. To stop receiving the issues, uncheck the box next to “Daily Deals” and you won’t receive any more free magazines.

9. 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 “My Library”.)
10. 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 ‘My Library’ in you Zinio.com account.

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

There are two ways to prohibit adult content from appearing in their Zinio.com account:

1. From the ‘account settings’ tab select ‘adult content’ then check the box next to ‘I don’t want to see mature content when I am at Zinio’: 
2. Or select ‘Safe View’ ON from the option in the upper right corner of your home screen:

![Safe View Option Image]

Either method guarantees that you will not see adult content on the Zinio.com site.

12. 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 “My Library” without you having to login again.

13. 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/

14. 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\Air
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...

15. **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.

16. **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.
17. I have downloaded Zinio Reader 4, but the magazine in My Library still shows the “Download Reader 4 to read” 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.

18. 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...

Standard magazine: 3MB – 5MB
Video-laden magazine: 10MB – 20MB

19. 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 your password?” link below the password box on the login page.

You will then be prompted to enter a new password. An email will be sent to you (please check your spam/junk folder if you don’t receive soon) to then authenticate the change.
If you have forgotten the password to your Zinio.com “My Library” account when you click “sign in here”, click on the “Forgot your password?” link and you will be emailed a new password.

20. How do I delete my Zinio.com “My Library” 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.

21. 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.
22. My question isn’t in this User Guide or FAQ. How do I ask for help?

One the Grey bar at the top of your library’s collection page there is a “Help/Contact Us” tab.

Click on this and the below message will appear.

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

23. 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 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 bowser: 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 “My Library”

All systems with Adobe Flash 9 or higher installed
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