

RBdigital app launch FAQs

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 (Australian Eastern Standard Time) on Saturdays and 10 to 3pm AEST 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 is **1800 571 819**.

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. In-app registration will be added to the RBdigital app in a future update.

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.

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 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.

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?

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

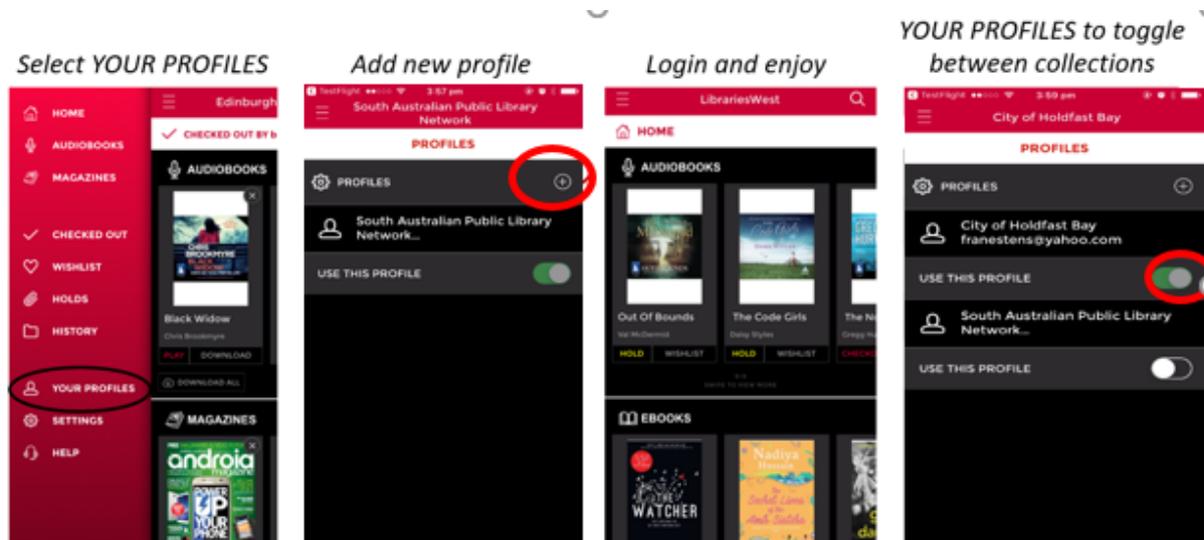
At launch you will be able to see up to 30 checked out magazines in the app. These are arranged in issue date order - newest to oldest.

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

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How do I use the Your Profiles feature in the app?

To access digital magazines and/or audiobooks/eBooks in different library collections:



Do we now have to return magazines?

No, the word "return" is used to be consistent with the rest of the app's media types. It's just a simple way to quickly delete from your checked out titles.

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.

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.

What will happen to the old OneClickdigital app if library members don’t update?

The old app will function as normal for only eAudiobook/eBook access. When they “search” for titles, they will be taken to the new look RBdigital eAudiobook/eBook website (which replaces the old OneClickdigital website).

The app will continue to be available in this way until further notice.

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How long can I continue to use the Zinio for Libraries app?

The in-app countdown will begin on 10th July and exist for 60 days. At the end of the 60 days you will no longer be able to checkout and read newly checked out magazines from the app. To do this, you must download and use the RBdigital app.

Does the RBdigital app have an in-built screen reader, that reads text aloud?

No, but our site developer are aware of this and this feature is on a list for future consideration.

Can the app sit alongside another digital audiobook or eBook app on a device or will they conflict?

Two audiobook apps may only conflict (play 2 tracks at same time) if the library user chooses to try and play them at the same time. Other than that, having 2 will not cause an issue.

Is the RBdigital app available for all devices?

The RBdigital app is available for Apple, Android and Kindle Fire/Fire HD/X but not the Windows phone. Library members would need to download titles manually through the website onto a Windows phone or stream online via the website.

Will I need to completely update my MARC records or do anything different with them?

No. MARC records for digital magazines, audiobooks/eBooks will not be affected as the magazine URLs will not change and the old OneClickdigital URLs will redirect to the new RBdigital URLs.

Will my admin sites/back offices change?

No, there won't be any changes to back offices. Libraries will continue to have the same access to login and view the same reports.

Will the OneClickdigital digital audiobook Media Manager be updated?

Yes. The new RBdigital audiobook Media Manager will need to be downloaded manually by the library member. Full instructions of how to do this will be added to the RBdigital audiobook/eBook website for new users and emailed out to all existing users at launch.

We seem to go straight from checkout to play/read, no download stage, is that right? Is this because it's only streaming? Or because it downloads as soon as you press checkout?

When you checkout a title, the button changes to play/read. Click the button and the title will begin to download but will also allow you to read/listen at the same time.

Will there be any downtime on the 27th June?

Yes. There will be a maximum of 14 hours of downtime from approx. 10am until Midnight 27th June. Our site developers will work as quickly as possible to make the necessary changes

A maintenance message will be added to the websites during the downtime, which will also be displayed in the apps when library members hit the "Search" or "Checkout Magazines" buttons.

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When will the Zinio for Libraries in-app notification start and what will it say?

This will start on the 10th July when the 60 day countdown will begin.

Message Text: *"Zinio for Libraries has merged with RBdigital. In <X> weeks you will only be able to access your Magazine Collection on RBdigital. Please download the new RBdigital app now by [clicking here](#). Note: Your username and password will remain the same."*

At the bottom of message are buttons - patron can select between 'Update to New App', 'Remind Me Later', and 'Don't Ask Me Again'

At the end of the countdown, the app is locked and patrons will see a message encouraging them to download the new app but they cannot access the app functionality. They must then download and install the new app.

Message Text: *"Zinio for Libraries has merged with RBdigital. To access your Magazine Collection, please download the new RBdigital app now by [clicking here](#). Note: Your username and password will remain the same."*

Why have two separate websites but one app?

Magazines will be added to the audiobook/eBook website at a future date. We chose not to update everything at once to avoid launch complications and launch the new RBdigital app as quickly as possible. A higher proportion of library members use the apps over the websites so it made sense to launch the app first.