

RBdigital

Frequently Asked Questions

Important note for existing Zinio APP users:

The Zinio for Libraries app has been replaced with a new app as of 29 June 2017. Delete this app and install the new “RBdigital” app from your mobile device app store and sign in with your existing email address and password. All of your magazines will need to be downloaded again within the new app.

Can I still use the Zinio for Libraries app?

Yes – for a short time only. However, this app is scheduled to stop working in February 2018 so we recommend you delete this app and install the **RBdigital app** as soon as possible. Sign in with your existing Zinio email address and password details.

I am already using the RBdigital app, do I need to do anything?

No. Continue using the RBdigital app with your existing Zinio account details.

Do I need an internet connection to read Magazines or listen to Audiobooks?

An internet connection is required to sign into the RBdigital app when checking out and downloading titles. However, once the magazine/audiobook has been downloaded to your device, you can read at any time without an internet connection.

For PC users, you will need an internet connection to sign in, checkout, download and read your magazines.

Can I create a new account within the app?

No. Unfortunately this feature is not available within the new app as yet. For new users, you will need to register a free account at: <http://lakemac.rbdigitalglobal.com/>

How many magazines can I borrow?

You can borrow as many eMagazines as you like, however you will only be able to see up to 30 checked out magazines at a time in the app. These are arranged in issue date order.

How long can I have the magazines for?

There is no loan period on Magazines. Download the magazine to your PC or device and enjoy it for as long as you like. When you are finished simply delete the file when finished.

I have finished reading my Magazine, can I return it?

RBdigital magazines do not need to be returned. When you are finished with your magazine, delete the file from your PC or device.

Can I read my Magazines on a smartphone or tablet?

Yes. Magazines can be viewed on a PC using your current internet browser or on your device by downloading the free RBdigital app.

Can I borrow back issues of Magazines?

Yes. Most magazines in the collection have a large selection of back issues. To browse the back issues in the app, tap the magazine title you are interested in, then tap **View all issues**. Tap to select your desired edition. Viewing on a PC, click on your desired magazine in the collection to view back issues.

When do the latest issues become available?

Release dates vary depending on the magazine. To be notified when a new issue is available select and checkout the magazine you are interested in and tick the check box that states **Email me when the next issue is available**.

How many Audiobooks can I borrow?

You can borrow up to 10 audiobooks at a time.

How long can I have the Audiobooks for?

Audiobooks can be borrowed for up to 14 days and renewed once.

I have finished my Audiobook, do I need to return it?

Audiobooks automatically expire at the end of the loan period and do not need to be returned. You can delete them from your device or PC at any time.

For further help and support:

- View our RBdigital app and PC user guides on our [website](#)
- View more FAQ's on the [RBdigital website](#)
- Contact your local Library branch for assistance