

**What is Zinio?**

Zinio is an online magazine collection. You will notice that Zinio charges a fee for people who do not have a Library card. Fresno County Public Library pays the subscription fees for the service and over 170 selected titles for all FCPL card holders. You will be asked to make two accounts, one with RB Digital to view our available magazines and a second account to actually read them via Zinio.

**I already have my own private Zinio.com account. Can I use the same account to access the Library's Magazine Collection?**

Yes! However, make sure to use the same email and password for your Library Magazine account that you used when creating your current Zinio.com account.

**How many magazines can I check out with Zinio?**

500! If you hit 500 magazines and want additional material, simply delete them from your Zinio reading list account (the second account you make) and add some additional material.

**I notice from time to time you have new magazines available in the Library's Magazine Collection. How do I add these to my Zinio.com account?**

To add new magazines to your Zinio.com account, log in to the Library's Magazine Collection and click each magazine you wish to add. Then sign in to your Zinio.com account to read them.

**How do I find out if a magazine has a new issue?**

Check the Library's Magazine Collection for new issues.

**Can I subscribe to specific magazines and have them automatically update into my reading list each month?**

No. Unfortunately there is no way to maintain a continuous monthly subscription that will automatically update into your account. You must manually download the magazines you want each month.

**How do I remove titles from my account? Can I get them back if desired?**

Use the Edit button to remove or restore titles. Any title you remove may be restored at a future time.

**Can I read magazines offline or must I be connected to the Internet?**

After downloading a magazine, it may be read offline by using the Zinio app (mobile devices) or the Zinio Reader Viewer (desktop/laptop).

**How much space will a downloaded magazine take on my device?**

The typical magazine is 30-50 MB. Some magazines, like National Geographic Interactive, are 50-100 MB.

**I see magazines in my Zinio.com account that I did not select. Why are they there?**

From time to time, Zinio may add magazine samples to your account. If desired, you can delete them by using the Edit button and selecting Remove.

### **How do I get access to a Zinio magazine that is not a part of the Library's Magazine Collection?**

The Library has a fixed budget for its Zinio collection, but you can purchase individual subscriptions for titles not available through the Library. Just sign in to your Zinio.com account and click the Zinio logo at the left. Choose from any number of topic categories. In order to purchase a subscription to a title, you will be asked for financial information. Fresno County Public Library accepts no responsibility for any financial transactions or magazine subscriptions you choose to purchase for your own Zinio.com account.

### **If I choose to purchase a title that the Library doesn't offer, is it added to the Library's Magazine Collection? Does the Library make any money off of this?**

No. If a Library user purchases a title or issue that the Library does not already make available, that issue or title is only accessible by that customer for her/his personal use. It is not added to the Library's Magazine Collection. The Library does not make any money off of these private subscriptions.

### **I don't see a magazine available in either the Library's Magazine Collection or from Zinio.com. Why not?**

Some magazine publishers do not allow Zinio to offer their titles for sale or do not allow libraries to make these available through Zinio. Each publisher has their own set of rules around this and they themselves control availability.

### **I'm getting email from Zinio.com that I don't want. What can I do?**

You may opt-out of Zinio.com email communications. Log in to Zinio.com and go to account settings. Select Preferences and un-check Let Zinio decide and anything else you don't want to receive. Click Save changes. If you are also using the Zinio mobile app, you must update preferences in the app as well.

### **I do not want to see any adult titles if I decide to browse the Zinio catalog on my computer/device.**

You can always change any of the display settings when you are logged into your account and change your specific preferences.

### **Troubleshooting Guide:**

#### **When I try and make an account through RB Digital for the first time it says “verification failed”**

Sometimes an error like this appears due to certain plug-ins or add-ons that interfere with your ability to make an account. The vendor is aware of these issues, but in the interim you can clear your cache settings and disable any memory intensive add-ons that might intrude with the Zinio service. If you are using a computer from home or are on a mobile device you can try an alternative browser such as Chrome or Opera and see if this rectifies the issue.

#### **Trouble logging in to your Library Magazine account using Safari on Apple devices**

This is a known issue that Zinio is working to resolve. In the meantime, clear the cache on your device periodically or access your Library Magazine account through another browser on your device, such as Chrome. Look for alternate browsers in the App Store.

To clear the Safari browser history and cache, go to Settings and select Safari from the list. On the right hand side of the page, click on Clear History and then click Clear. Also click on Clear Cookies and Data and then click clear.

### **My iPad/iPhone keeps crashing, what is going on?**

From the Vendor:

“Hello all. It's come to our attention the latest iOS 7.1 update will cause the current mobile iOS eaudio app to crash. We are currently troubleshooting the issue and will deploy a patch as soon as possible.

We apologize for any inconvenience and are working towards a resolution.

### **Adobe Flash**

Some magazines require Adobe Flash and cannot be read on iPads or other devices that are not compatible with Flash.

### **I get a “this page can't be displayed” error, what can I do?**

Some devices have different levels security settings and there may also be issues with individual browsers if you don't regularly clean them out. Since Zinio has a large number of changing images there have been some issues reported when trying to display their webpage. If this happens you can try cleaning the cache settings on your browser, lowering your security level or switching browsers. If you do decide to adjust security settings it is a good idea to change them back to a safer level when viewing other websites.

### **When I try and get into the service, it says “unknown certificate” or “this site is not secure”, why is that?**

This is a known issue with the vendor. When logging into the website there are some SSL certificate issues that the vendor is updating. You can ask your browser to add the site or simply press continue several times until it lets you through to the website. We do not recommend you do this for other unknown sites.

### **Are there Minimum Hardware/Software requirements**

Yes.

To access your library's collection page and view the titles:

**Windows Vista and higher:** Preferred browser: Internet Explorer 9 and higher (IE8 and older are not supported.) Alternative browsers: Firefox 3.6 and higher, Google Chrome Screen resolution: 1024 x 768 or higher

### **Mac OS 10.5 and higher:**

Preferred browser: Safari 5 and higher, Firefox 3.6 and higher

Alternative browser: Google Chrome  
Screen resolution: 1024 x 768 or higher

**To view the magazines online (web browser) in your Zinio.com "Reading List":** Preferred browser: Internet Explorer 9 and higher Alternative browsers: Firefox 3.6 and higher, Google Chrome

**Additional Help**

If you need additional assistance, please feel free to contact our help desk at [zinio@fresnolibrary.org](mailto:zinio@fresnolibrary.org).