

# Zinio FAQ

## Questions

I created a Library Collection account but I did not receive my confirmation email. Why not?

When I click on a magazine image on my Library Collection page, why am I seeing the message: "Sorry. This digital magazine offer or download page cannot be found."

I am trying to use my library email and password to log into Zinio.com, but it says my password is incorrect.

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

I am receiving emails from Zinio with special promotions and offers. How do I stop receiving these emails?

I am not receiving emails notifying me when a new magazine issue is available in my Zinio library. Why not?

I am using an iPad to read my magazines and I am getting notices that say "Your subscription has expired. Renew now". What does this mean and how can I stop it from happening?

I am having trouble viewing my magazines on Zinio.com when using the Google Chrome browser.

I am receiving free issues of magazines in my Zinio library. How do I stop this from happening?

I have selected a title that says "Download Reader 4 to Read". What does that mean?

I can't download a title to my iPhone or Android mobile device. Why is that?

I do not want to see "Adult" publications when I am using my Zinio.com account. How do I turn those off?

## Answers

### **I created a Library Collection 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 [rbsso@rbdigital.onmicrosoft.com](mailto:rbsso@rbdigital.onmicrosoft.com) and try the registration process again.

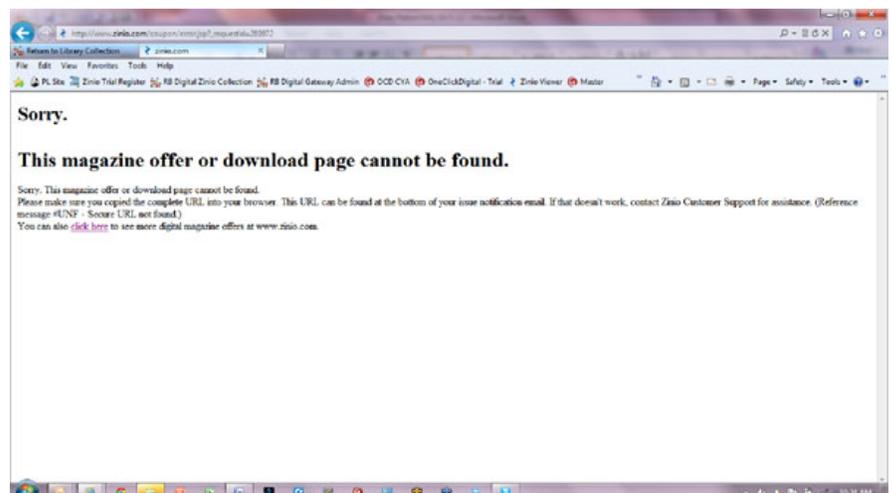
[\[more questions\]](#)

### **When I click on a magazine image on my Library 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.

To verify that you have the magazine issue already in your Zinio.com Viewer Account, access your Zinio.com account — or click on the "Go to My Zinio Collection" tab located at the upper left corner of your Library Collection Page. In your Zinio.com Viewer Account, click on the "My Library" link if your magazines do not automatically show after logging-in.

[\[more questions\]](#)

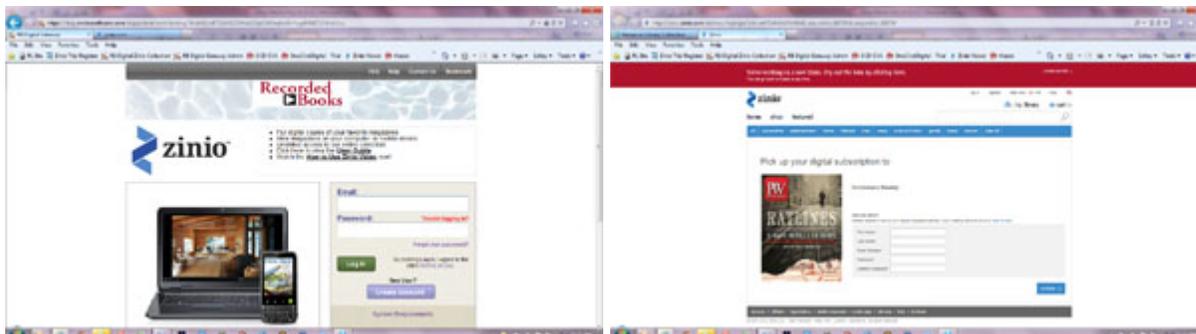


**I am trying to use my library email and password to log into Zinio.com, but it says my password is incorrect.**

Zinio for Libraries requires that a patron create 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 and is a one-time process for patrons. You should use the same email address for both accounts.

Your Library Collection Account

Your ZINIO.COM Viewer Account



[\[more questions\]](#)

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

After clicking on a magazine your Zinio.com account page will open in a separate tab on your browser. Click on the "Return to Library Collection" tab in your browser to return to the collection page.

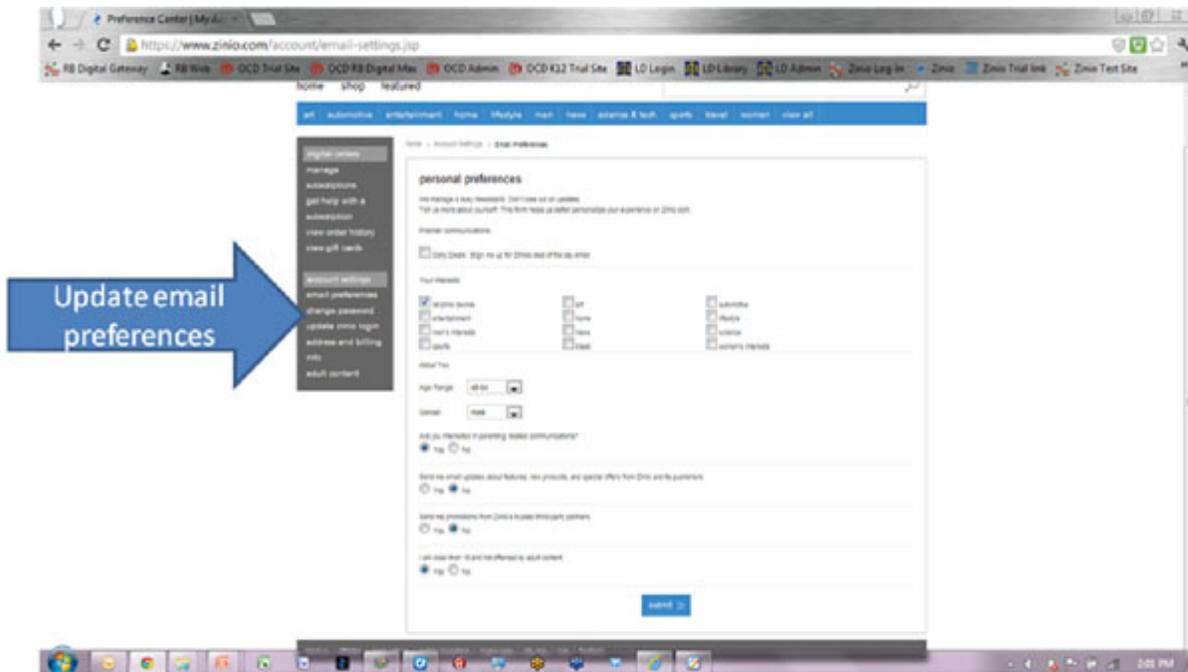


[\[more questions\]](#)

## 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.



[\[more questions\]](#)

## I am not receiving emails notifying me when a new magazine issue is available in my Zinio library. Why not?

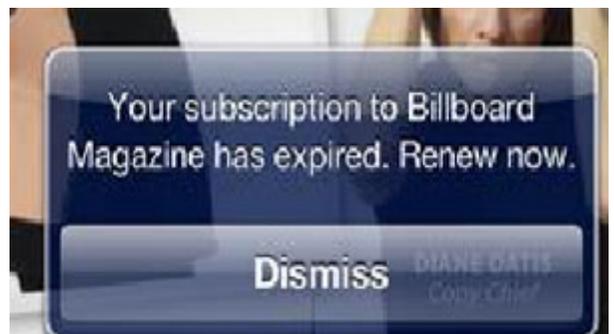
- The notifications emails are sent automatically for any new issue you click on your your library collection.
- You WILL NOT receive a notification that a new issue is available in your library collection available for check out — so please refer to your library collection often.
- You need to go back to your library collection to check out "click on" the next issue to add it to your Zinio.com viewer account.

[\[more questions\]](#)

## I am using an iPad to read my magazines and I am getting notices that say "Your subscription has expired. Renew now". What does this mean and how can I stop it from happening?

This is an error in the Zinio system that only effects iPad users and Zinio is working to correct it as soon as possible. In the interim, iPad users can stop the notifications by disabling "push notifications" in their iPad settings.

[\[more questions\]](#)



## I am having trouble viewing my magazines on Zinio.com when using the Google Chrome browser.

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 and [step by step instructions](http://www.keepandshare.com/doc/4747928/flash-player-upgrade-on-chrome-pdf-469k?da=y) 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.

[\[more questions\]](#)

## I am receiving free issues of magazines in my Zinio library. How do I stop this from happening?

This is something a patron can control via their "account settings" tab on Zinio.com. To stop receiving the issues, uncheck the box next to "Daily Deals" and they won't get any more free magazines sent to their library.

[\[more questions\]](#)

## I have selected a title that says "Download Reader 4 to Read". What does that mean?

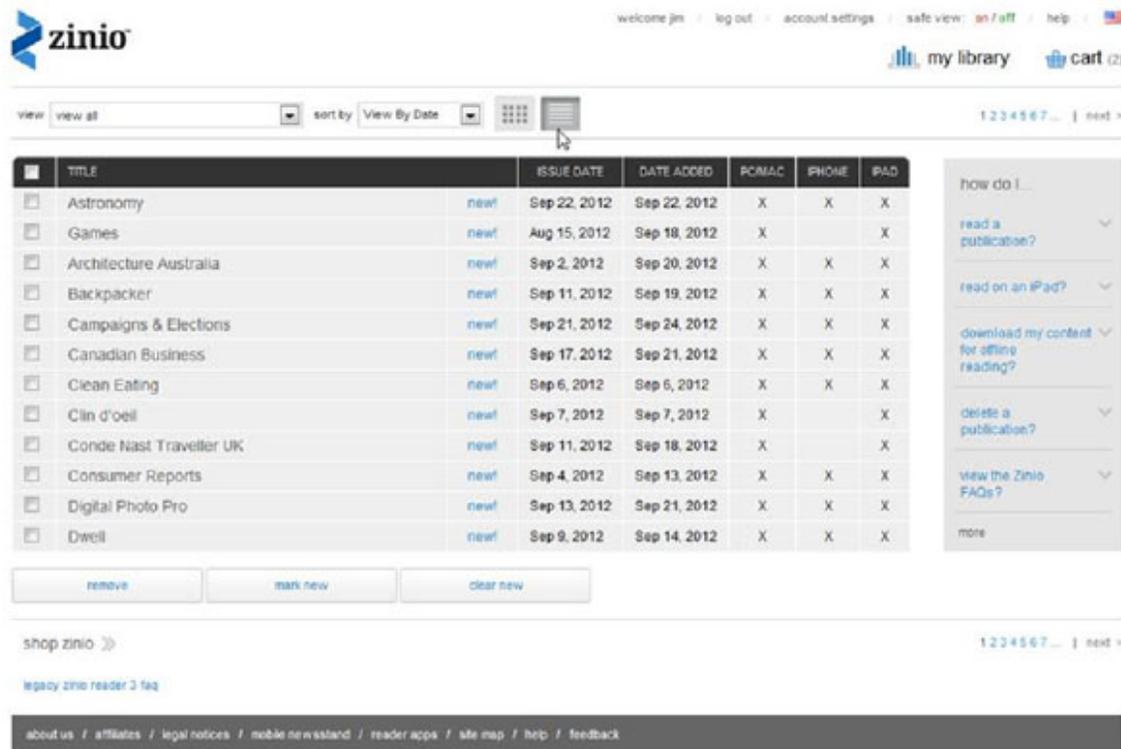
Some publishers only allow their magazines to be read via download and not via the online reader. These titles require a user to download the Zinio Reader 4 software app to their PC, Mac or mobile device in order to read the magazine. Clicking on the image of the magazine initiates the download process.

[\[more questions\]](#)

## I can't download a title to my iPhone or Android mobile device. Why is that?

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 can be checked by clicking on the List View icon  on the "My Library" desktop.



The screenshot shows the Zinio website interface. At the top, there is a navigation bar with the Zinio logo, user information (welcome jim), and links for log out, account settings, safe view, on/off, help, and a flag icon. Below the navigation bar, there are links for "my library" and "cart (2)". The main content area displays a list of magazines in a table format. The table has columns for "TITLE", "ISSUE DATE", "DATE ADDED", "PC/MAC", "PHONE", and "IPAD". Each row represents a magazine title with its respective dates and availability status. A "view" dropdown menu is set to "view all", and a "sort by" dropdown menu is set to "View By Date". There are also icons for grid and list view, with the list view icon being highlighted. The table lists the following magazines:

TITLE	ISSUE DATE	DATE ADDED	PC/MAC	PHONE	IPAD
Astronomy	new! Sep 22, 2012	Sep 22, 2012	X	X	X
Games	new! Aug 15, 2012	Sep 18, 2012	X		X
Architecture Australia	new! Sep 2, 2012	Sep 20, 2012	X	X	X
Backpacker	new! Sep 11, 2012	Sep 19, 2012	X	X	X
Campaigns & Elections	new! Sep 21, 2012	Sep 24, 2012	X	X	X
Canadian Business	new! Sep 17, 2012	Sep 21, 2012	X	X	X
Clean Eating	new! Sep 6, 2012	Sep 6, 2012	X	X	X
Clin d'oeil	new! Sep 7, 2012	Sep 7, 2012	X		X
Conde Nast Traveller UK	new! Sep 11, 2012	Sep 18, 2012	X		X
Consumer Reports	new! Sep 4, 2012	Sep 13, 2012	X	X	X
Digital Photo Pro	new! Sep 13, 2012	Sep 21, 2012	X	X	X
Dwell	new! Sep 9, 2012	Sep 14, 2012	X	X	X

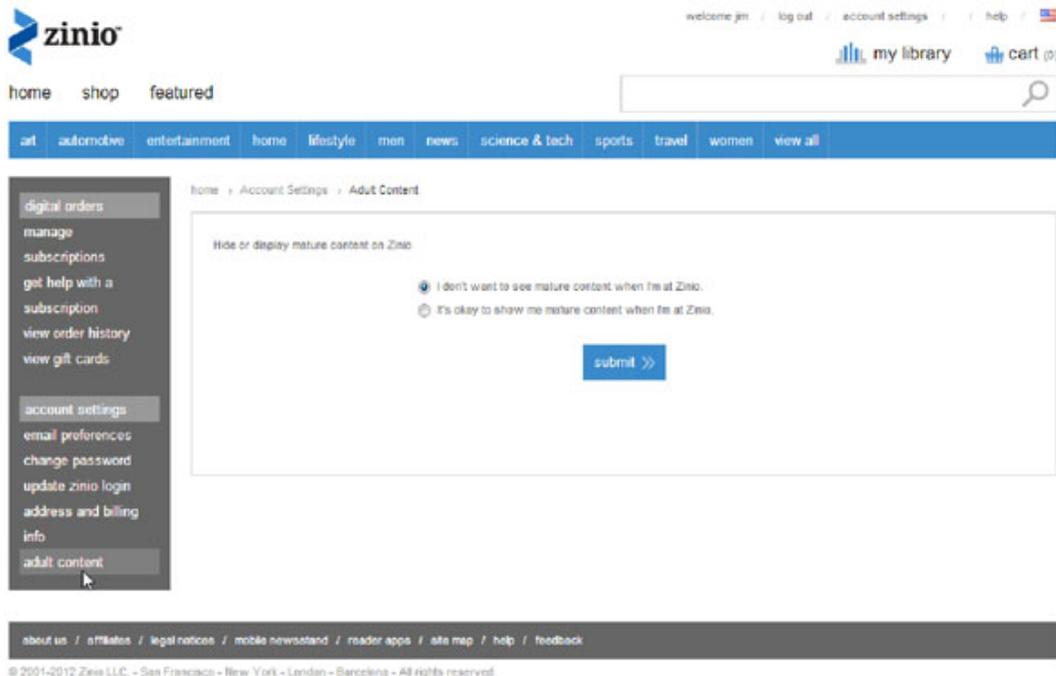
Below the table, there are buttons for "remove", "mark new", and "clear new". To the right of the table, there is a sidebar with a "how do I..." section containing links for "read a publication?", "read on an iPad?", "download my content for offline reading?", "delete a publication?", and "view the Zinio FAQs?". At the bottom of the page, there is a footer with links for "shop zinio" and "legacy zinio reader 3 faq", and a copyright notice: "© 2001-2012 Zinio LLC - San Francisco - New York - London - Barcelona - All rights reserved".

[\[more questions\]](#)

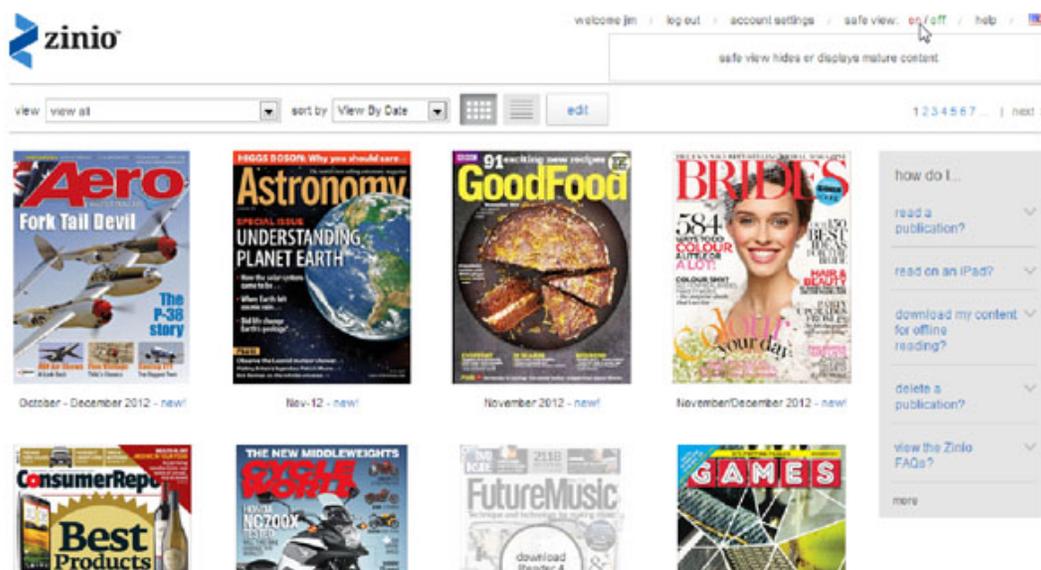
## I do not want to see "Adult" publications when I am using my Zinio.com account. How do I turn those off?

There are two ways for patrons 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 their home screen:



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

[\[more questions\]](#)

If your Question is not covered in this FAQ — support is available at: [ziniosupport@recordedbooks.com](mailto:ziniosupport@recordedbooks.com).