


RBdigital Frequently Asked Questions

- **What is RBdigital?**

A new service that allows Allen Public Library to offer digital magazines to our patrons.

- **May I preview services and content before creating an account?**

Yes, magazines may be searched, and title information previewed prior to checkout. To search for a title, select the  in the top right corner of the screen, enter the title and click on search.

- **How do I create an Account?**

You can create an account by visiting the Allen Public Library's [RBdigital website](#). Select the "Register" link in the upper-right-hand corner of the screen. Fill in the requested information. Enter a user name without any spaces (i.e. user123). Passwords must be at least four characters long and can contain both numbers and letters. Passwords are case sensitive. Usernames are not. If you need further information for creating an account, please contact the Reference Desk at 214.509.4905.

- **Can I change my email address?**

Yes. You can change your email address on the "My Profile" page. You can get to the "My Profile" page by clicking the three-lined "Menu" icon at the top-left side of the [RBdigital website](#) and the clicking on "My Account/Profiles" menu page (email changes are not available within the apps.) Next, click on the "edit" icon next to "Email Address," enter the new email address, confirm the new email address and click the save button.

- **Can I use my email address for more than one account?**

Only one email address may be used per account per library. That is, a different email address must be used for each account at the same library. However, you can use the same email address to create an account at another library.

- **Do I need a library card number to checkout a title?**

A library card is needed to create an account with RBdigital, but it does not need to be entered every time you check out a title.

- **Is my password the same as my PIN?**

Not necessarily, your password is something you create. You may make your password the same as your PIN if you wish. Your password just needs to be at least four characters long.

- **What can I do if I forget my username and/or password?**

If you forget your username and/or password, select "Forgot USERNAME/PASSWORD" and enter your email address. You will receive an email containing your username and a link to reset your password.

- **What devices can I use with RBdigital?**

PC, Mac, iPad, iPhone, Android and Kindle Fire can be used to access RBdigital.

- **What operating systems are compatible with the RBdigital app?**

RBdigital supports the current version and up to two previous versions of Android, iPhone/iPad, Kindle Fire, PC and Mac operating systems. Versions older than the two previous versions may still work but are not supported.

- **How many titles can I check out at one time and how long is my checkout period?**

For magazines, you may check out as many as you like. There is no checkout period. You may keep them out until you decide to return them. *Please note:* Some issues may not be available due to publisher-imposed limits.

- **How do I check out a title?**

Once you have found a title you wish to check out, select the magazine image to open the details page and then click on the red "Checkout" button. In the mobile app, simply tap the red "Checkout" located under the image of the magazine.

- **How do I subscribe to magazines I like?**

To subscribe to magazines you like, select the box next to "Automatically check out the next issue" in the checkout confirmation box.

- **Do I need to download the titles?**

Yes, magazines must be downloaded to your computer or mobile device in order to be read. Titles range from 50 MB to 300 MB in size.

- **Where can I see my checked-out titles on the website or the app?**

To see your checked-out titles, tap the three lined "Menu" in the top left corner of the screen and select "Checked Out."

- **Are titles from RBdigital kept on my computer or device?**

Yes, magazines download to your computer or mobile device. Titles will be removed from your computer or device when the title is returned.

- **How many computers and devices can I use with my RBdigital content?**

RBdigital can be used on as many computers or devices as you like, but titles downloaded to specific computers or devices stay on those computers/devices.