



Zinio for Libraries App Migration FAQ

Q: How long will my patrons be able to use the Zinio for Libraries app?

The Zinio for Libraries app will be locked on October 23, 2017 at midnight local time for each patron. At that time, the locked screen will display the following message:

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.”

Q: What migration notification message do Zinio for Library app patrons see now and what will happen to the Zinio for Libraries app installed on my patrons’ devices?

Starting in mid-July, patrons received a notification within the current Zinio for Libraries app alerting them to the availability of the new RBdigital app and giving them the option to download it. The message also shows a counter indicating the timeframe for when the app will no longer function (see message text below). The Zinio for Libraries app will continue to function until October 23, 2017 to allow more time for patrons to move over to RBdigital.

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 the message are the following buttons: “Update to New App,” “Remind Me Later,” and “Don’t Ask Me Again.”

When patrons install the RBdigital app, they can log in with the same credentials used for the Zinio for Libraries app. At the end of the countdown (Oct. 23), the Zinio for Libraries app will be locked and patrons will see a message encouraging them to download the new app, but they cannot access the new app until they download and install it.

The Zinio for Libraries app will remain on the device until patrons delete it. When the Zinio for Libraries app is deleted, all downloaded magazines will be removed from the device, freeing up memory. The new RBdigital app will have all previous checkouts available, but those checkouts will need to be downloaded again, as needed.

Q: Should I change the URL where we direct patrons to download the Zinio for Libraries App?

If you are pointing patrons directly to the Zinio for Libraries app download areas on the Apple App Store or Google Play, please change those URLs. Direct them to your RBdigital Gateway web URL.

*An app user will see the download link for either iOS or Android, depending on their device type.