



USER GUIDE

MOBILE APPS

VERSION 4.5

31/05/2022

Content

1.	General Information.....	4
2.	Locating the titles that interest you	5
2.1.	Using the app's search engine	5
2.2.	Using the app's quick searches.....	5
2.3.	Exploring the entire catalog.....	6
2.4.	Filtering the results of a search	6
3.	Accessing the content	7
3.1.	Renewing a checkout.....	8
3.2.	Returning a checkout.....	8
4.	Placing a hold	9
5.	Using the ebooks reader	10
5.1.	Moving along the book using the table of contents	10
5.2.	Adding a bookmark.....	11
5.3.	Highlighting text and adding notes.....	11
5.4.	Using the dictionary, the translator and the Wikipedia search.....	12
5.5.	Changing the text settings.....	12
5.6.	Changing the screen settings.....	13
5.7.	Using text-to-speech functionality.....	14
6.	Using the media player	15
6.1.	Using the sleep timer.....	15
6.2.	Modifying the playback speed.....	16
6.3.	Adding a marker	16
7.	Creating and managing customized lists	17
8.	Submitting a rating and a review.....	19
9.	Checking your notifications.....	20
10.	Creating a personal challenge	21
11.	Setting a reminder.....	23

12.	Changing the app configuration	24
12.1.	Bookshelf.....	24
12.2.	Holds	25
12.3.	Screen	25
13.	Managing your user account	26
13.1.	Adding a profile photo	26
13.2.	Editing your personal information.....	26
13.3.	Changing your password.....	26
13.4.	Logging out.....	26
14.	Frequent questions	27

1. General Information

This app allows you to access easily to thousands of titles in different languages and formats which are meant to help you to improve your academic training and enjoy your free time. You'll be able to access the content on streaming or download them to use them later without Internet connection.

The app is available for Android, iOS and Windows and it's installable on different kinds of devices. In order to work properly, the device needs to have some minimum requirements.

The app is currently compatible with the following devices and operating systems:

- iPhones, iPads and iPods using **iOS 11 or higher**.
- Mobile phones, tablets, Chromebooks and eReaders using **Android 4.4 or higher**.
- Computers and mobile phones using **Windows 10 or higher**.

You can use your user account on a maximum of six different devices. Once that limit is reached, you must unlink your account from one of them in order to use a new one. All the activity you do (reading progress, listening to audiobooks, underlines, bookmarks, etc.) will be synchronized between all the devices where your account is linked.

The application displays a menu bar at the bottom with five main sections:

- **Home:** In this section you can view carousels with content on different topics that have been prepared by those responsible for the platform to introduce you to certain titles that may interest you.
- **Search:** In this section you will find the search engine that will allow you to locate the content that interests you as well as a selection of filters
- **Bookshelf:** This is where you can find all the titles you are currently using and access their content. You can choose whether you want to consult the resources online or download them to your device so you can access them later without an Internet connection.
- **Favorites:** This section shows a list with all the titles that you have marked as favorites so you can access them more quickly and always have them located.
- **More:** This last section displays a side menu where you can find additional functionalities of the app that we will describe later in this guide. In this menu you will also find the **Settings** section where you can set your **configuration preferences** for some of the app's features.

2. Locating the titles that interest you

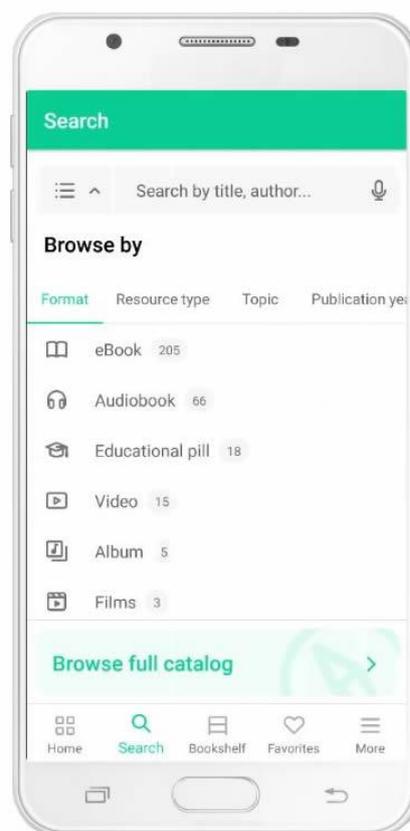
If you are looking for a content that interests you and you have not found it in the carousels of the **Home** section, go to the **Search** section. In this section you will find several tools that will help you find the titles you want. Next, we will describe each method in detail.

2.1. Using the app's search engine

At the top of the **Search** section you will find the app's search engine. You can enter any term and the app will retrieve all related results and show them ordered by relevance. As you type in the search box, a drop-down menu will appear with suggested results that match what you are typing. You can either select one of these suggested results or finish typing and run the search.

You can narrow down the search to be carried out by displaying the menu on the left side of the search bar and selecting a criterion. The default option is **All** and with it selected, the app will search for the terms you enter in the search engine in all the labels of all the titles. On the other hand, if you select **Author**, **Title**, **Publisher** or **Subject**, the application will search for the terms that you have entered in the search engine only in the tag that you have specified, thus providing you with more exact results.

If the device you are using has this functionality, an icon in the shape of a **microphone** will appear on the right side of the search box that will allow you to search by voice, dictating to the app the terms to search instead of writing them by hand.



2.2. Using the app's quick searches

In the **Search** section, just below the search engine you will see a section called **Browse by** where several tabs will appear with options for quick searches. You can navigate between the tabs by sliding the screen to the right and left. When you find a criterion that interests you, click on it and a quick search for that criterion will be carried out.

2.3. Exploring the entire catalog

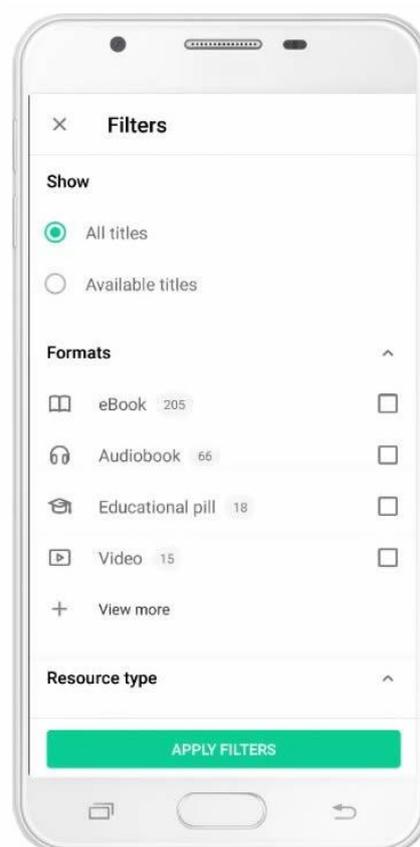
At the bottom of the **Search** section you will find a button called **Browse full catalog** that allows you to perform a blank search. This means a search without entering any criteria to be able to retrieve all the titles on the platform.

2.4. Filtering the results of a search

Whether you've entered terms in the **search engine**, performed a **quick search**, or used the **Browse full catalog** button, the application will show you all the results it has found on a new screen. In order to further narrow down these results and refine the search, you can use the filter bar that is displayed by pressing the button located in the upper right part of the search results screen.

Once the bar is open, you will find several filters that you can apply to refine the search results. With each filter you select, the list will be automatically screened. You can select as many filters as you need and, once you finish, by pressing the **Apply filters** button, the bar will close and you will be able to see again the results of the search that you did, but now filtered by the criteria that you have indicated. In the same way, if you deselect a filter that you have marked in the bar, it will no longer be applied to the search results.

If you want to remove all the filters that you have put in one go, press the icon with the shape of an X that is located in the upper left part of the filter bar.



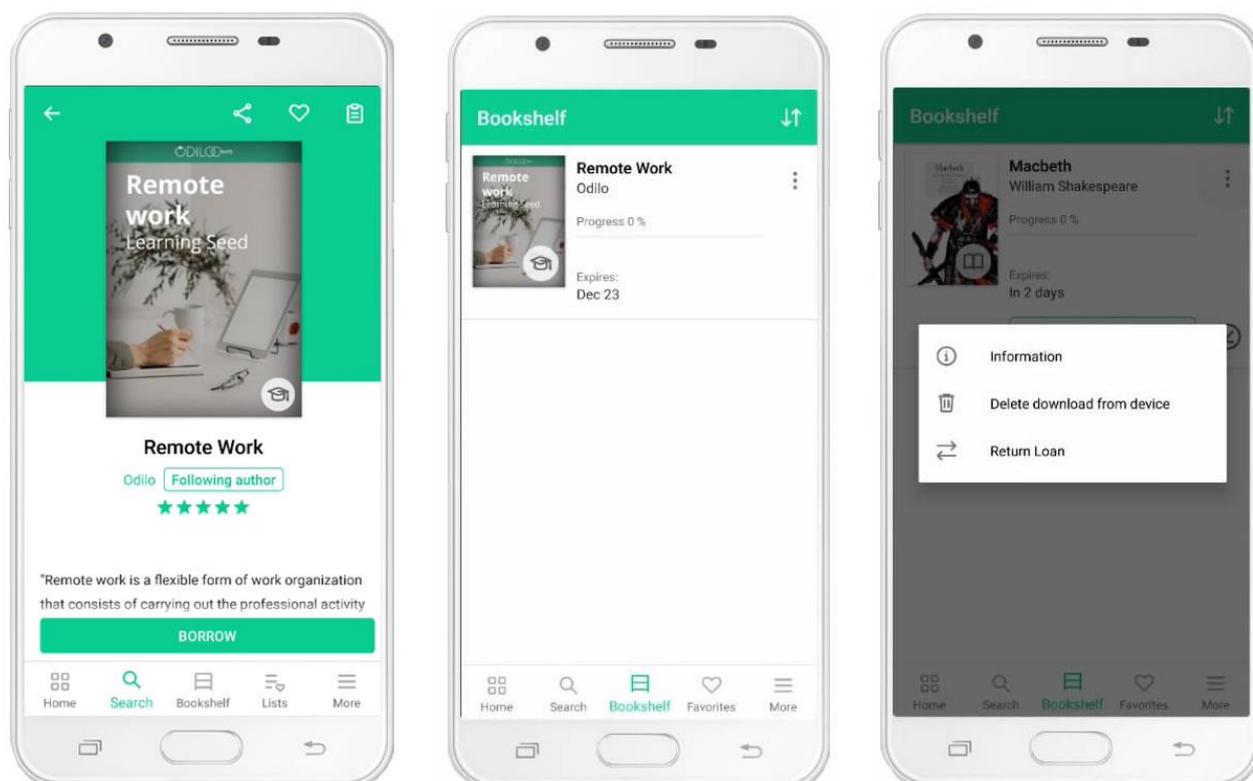
3. Accessing the content

Once you have located the title that interests you through any of the methods that we have explained in the previous block, you will have to click on it to access its file. In this tab you will find useful information about the resource, such as a summary, the name of its author, the language, a preview, etc.

In order to start using it, you will have to click on the **Borrow** button. If the resource is not available at this time, the **Place a Hold** button will appear instead of Borrow. To learn more about reservations, see section 4 of this guide.

Once you have pressed the **Borrow** button, the app will automatically take you to the **Bookshelf** section where the title will appear so that you can consult it. In this section, all the current checkouts that you currently have will be displayed. To start using the title, click on it and the corresponding viewer will open depending on the format of the title. To learn more about the content players and the possibilities they offer, see sections 5 and 6 of this manual.

Each of the titles you have in this section will indicate the date on which the checkout period expires. The **duration of the checkout** may vary from one title to another and depends on the policy established by those responsible for the platform, so if you have any doubts in this regard, you should consult with them. When a checkout reaches its end date, the title will be automatically returned and will no longer appear in the **Bookshelf** section.



The default behavior of the app is to **automatically download** all the resources you borrow as long as you are connected to a Wi-Fi network. If you want to modify this behavior you can do it by going to the menu **More >> Settings >> Bookshelf**.

If the title is already fully downloaded to your device, it will be indicated by an icon in the form of a checkbox similar to this one . If, on the other hand, the title has not yet been downloaded, a downward-pointing arrow icon  will be displayed. You can access the content even if you don't have the title downloaded but, in this case, you will need an Internet connection.

You can **delete the file** of a title that you have downloaded at any time. To do this, click on the three-dot icon that appears on the right side of the title entry. In the menu that will be displayed you will find the option to delete the file. Keep in mind that if you have automatic downloads configured, the file you just deleted will try to download automatically again.

By default, all the titles you have on the **Bookshelf** are sorted by last-used date. If you want to modify the sort order, you can do it by pressing the icon located in the upper right part of the screen, which is shaped like two arrows pointing in opposite directions .

3.1. Renewing a checkout

If those responsible for the platform have decided to allow renewals, when there are three days or less for a checkout to end, a **Renew** button will appear on the **Bookshelf** section allowing you to extend the loan period. It is only allowed to renew each title once.

3.2. Returning a checkout

When a checkout reaches its end date, the title will be automatically returned and will no longer appear in the **Bookshelf** section. However, if you want to **return** a title before the end of its loan period, you can do so by pressing the button in the shape of three dots that accompanies each resource. This button will display a menu in which you can see the **Return loan** option.

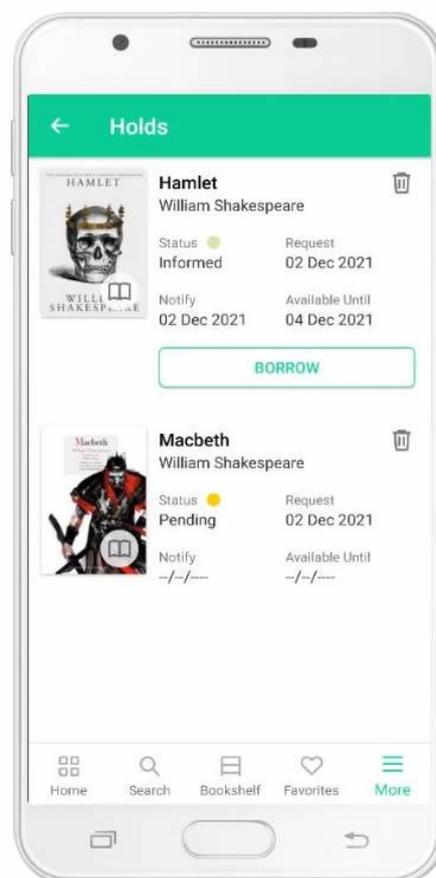
4. Placing a hold

When a title has reached the number of simultaneous checkouts allowed by its license of use, the **Borrow** button on its tab is replaced by the **Place a Hold** button. If you press this button, you will be included in a waiting list with the rest of the users who are interested in that title. As the users who are using that content return the copies, the reservation list progresses and notifies the users who are waiting to access that content. Once your turn comes, you will receive a notification to let you know that the title you were waiting for is now available to you.

The time to accept a reservation that you have available is limited, so you should not take too long to access the app and make the checkout effective. If you do not check out the title when it becomes available to you, the reservation will expire and the title will become available to the next user on the waiting list. Normally, the time in which a reservation is available to you is two days, but it can vary depending on the type of content and have a shorter period.

The default behavior of the app is to **accept reservations automatically**, so when you access the app, the reservation will have already been accepted and you will be able to find the title on your **Bookshelf**, ready to be consulted. If you do not want the application to automatically accept reservations and you prefer to do it manually, you can change this behavior by following the steps explained in section 11.2 of this manual.

To **manually accept a reservation**, you must open the **More** menu of the application and access the **Holds** section and you will see that a **Borrow** button appears. Once you click on it, the title will become available on your **Bookshelf** so that you can consult it in the way that we have explained in section 2 of this guide.



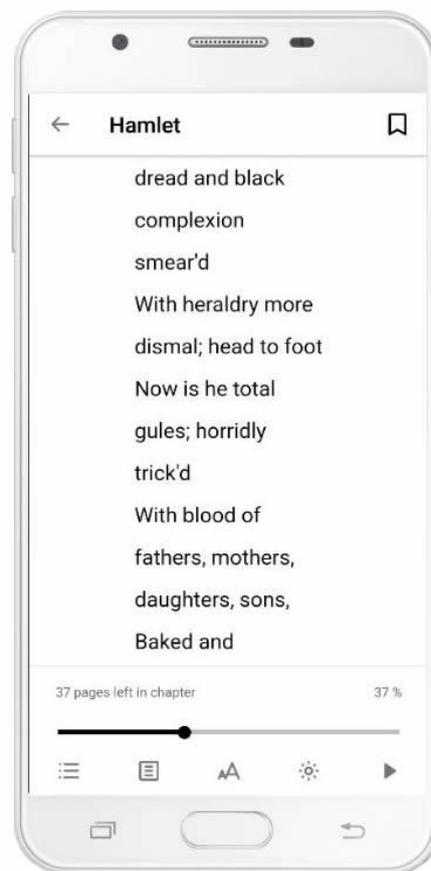
5. Using the ebooks reader

Clicking on an e-book in the **Bookshelf** section will open the ebook viewer so you can read it. The functionalities of the viewer are the same whether you read in streaming or if you have the book completely downloaded on your device, but keep in mind that to read in streaming it is necessary to have an Internet connection.

You can go **back** and **forth** through the pages of the book in three ways:

- Tapping on the right or left margin of the book.
- By sliding your finger over the text to the right or left of the screen.
- By tapping the center of the screen to bring up the menu bars and dragging the reading point forward or backward on the progress bar that appears on the bottom bar.

Keep in mind that some mobile phone or tablet models may have their own screen gestures that interfere with any of the gestures listed above. If this happens, you will need to check your device's operating system settings.



To end the reading session, close the viewer and return to the **Bookshelf** section, tap the center of the screen to bring up the menu bars and press the arrow button ← that appears in the upper left corner of the screen. the screen.

If your account is linked to several devices, the **current reading point** will be synchronized with the rest of the devices without you having to do anything. You only need to remember to close the book viewer when you finish reading.

5.1. Moving along the book using the table of contents

If you tap in the center of the page, the menu bars will appear. The first icon on the bottom bar is the one that gives access to the **table of contents** of the book. In it you will be able to see the chapter **index** and, by clicking on any of them, the viewer will take you directly to it.

5.2. Adding a bookmark

Although the app saves your progress so that you can always pick up the reading where you left it, there may be parts of the book where you might be interested in putting a bookmark to return to later. There are two ways to put a bookmark:

- Tapping on the upper right corner of the page.
- Tapping on the center of the screen and, when the menu bars appear, pressing the button with the shape of a bookmark in the upper right corner of the screen.

To go back to one of the pages where you put a bookmark, tap on the center of the screen to bring up the menu bars and press on the second icon starting to count from the left.

Once you've pressed that button, the **Notes and Bookmarks** menu will open. In the **Bookmarks** tab you will find all the ones you have put. By clicking on one of them, the viewer will take you to the page where that bookmark is located and by clicking on the trash can icon, you will be able to delete it.

The bookmarks are **synchronized** with the rest of the devices in which you have your account linked without having to do anything more than close the viewer when you finish the reading session.

5.3. Highlighting text and adding notes

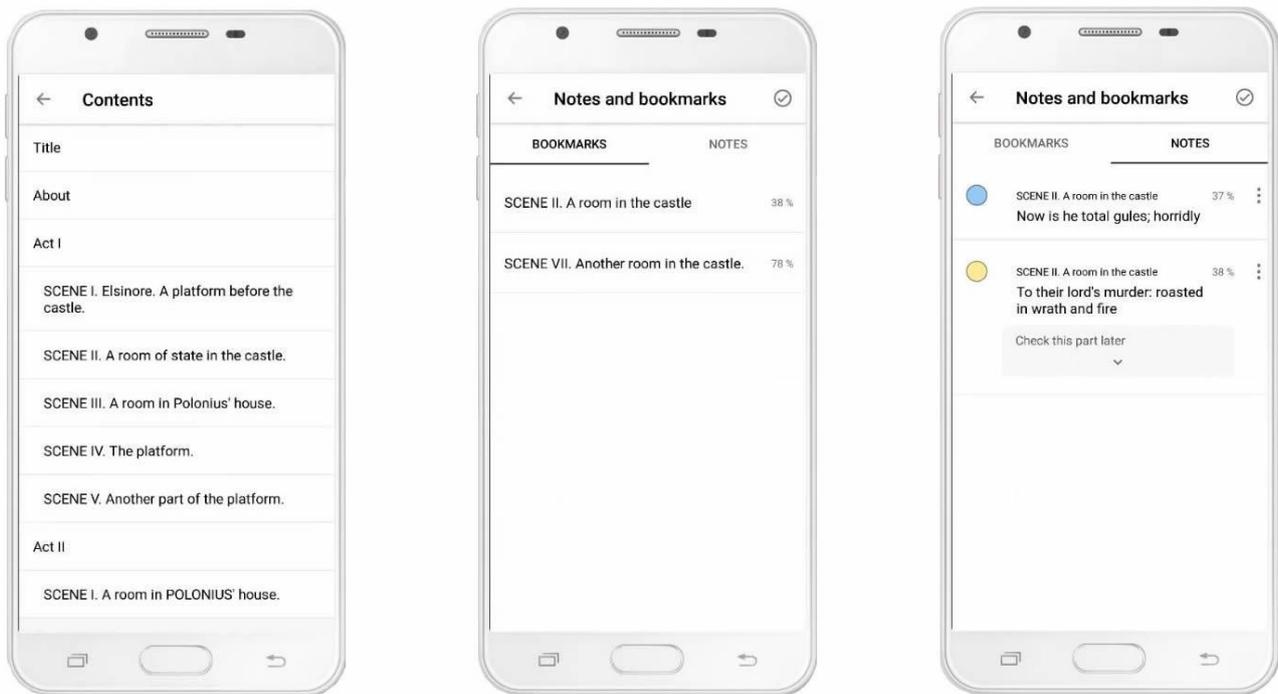
The app allows you to **highlight** parts of the text with special interest to revisit them later. To be able to do this, you only have to press and hold on the text you want to highlight until the text selectors and a floating menu appear.

Adjust the text you want to underline with the text selectors, and when you have all the text that interests you highlighted, select an underline color from the **floating menu**.

If you want to put a **note** related to the text you have selected, click on the icon with the shape of a speech bubble in the floating menu. The color used in this case will be yellow by default. If you want to change it, click on the highlighted text again and choose another color from the floating menu.

You will be able to access all your notes and highlights by touching in the center of the screen and, when the menu bars appear, by clicking on the second icon from the left. In the **Notes** tab of the **Notes and Bookmarks** section, you will find all the highlights and notes that you have put in that book. If you click on one of them, the viewer will take you to the page where it is on.

To **edit a note or add a note to a highlight** that didn't have one, you can do so by clicking on the highlighted text on the book page and touching on the speech bubble icon in the floating menu. Alternatively, you can also do it from the **Notes and Bookmarks** menu by pressing on the three-points icon that accompanies the highlight and selecting **Edit** from the drop-down menu that will appear.



5.4. Using the dictionary, the translator and the Wikipedia search

If you press and hold on a word, the text selectors will appear (the same ones used for highlight text). When you set the selectors to cover **only one word**, a floating menu will appear with the definition of that word in the **dictionary**. If you slide to the left on that floating menu, you will be able to see the **Wikipedia** article corresponding to the selected word and, sliding again, a tool that will allow you to **translate** that word into other languages.

In order to use the **dictionary on iOS**, you need to access the device's language settings and download the corresponding Apple language pack.

5.5. Changing the text settings

Tapping in the center of the page will bring up the menu bars. The third icon on the bottom bar will give you access to a menu where you can change the font of the book, the size of the font, the distance between the lines (line spacing), the thickness of the margins and you can choose to display the text on a page or two. The text of the book will be adjusted automatically depending on the modifications you make.

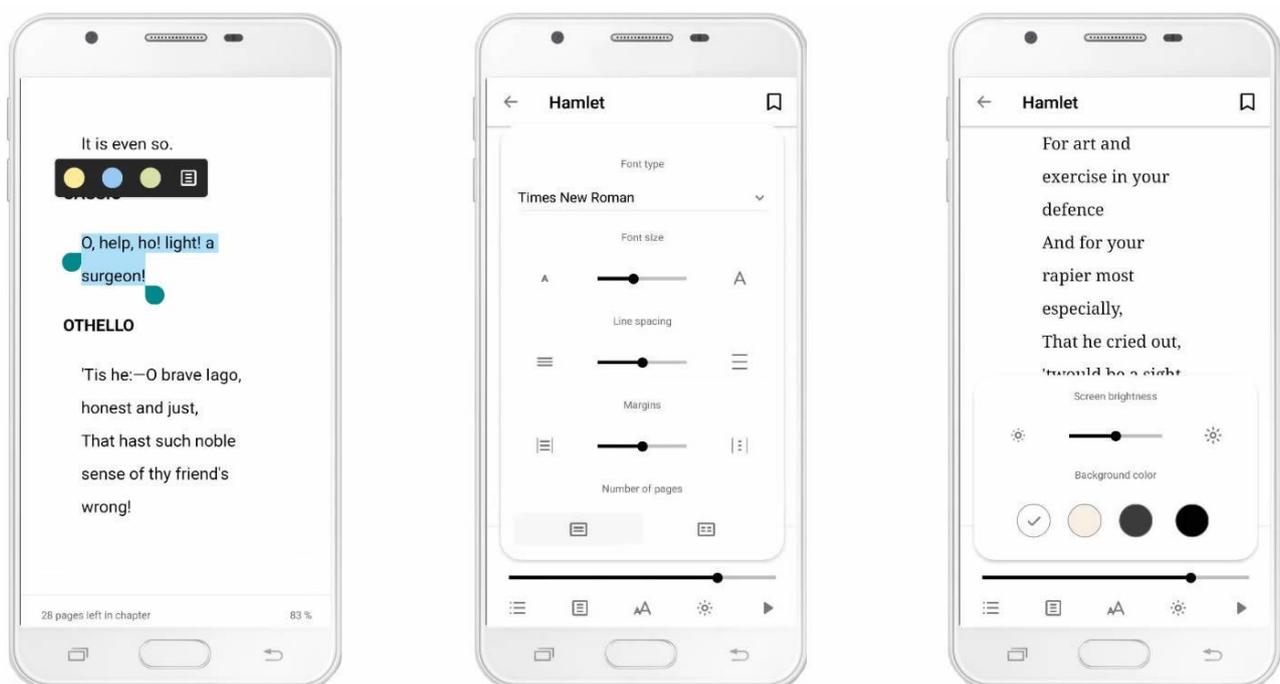
Not all books allow you to modify the text settings. If the e-book format does not allow you to modify anything, when you click on the text settings icon, an explanatory message will appear.

If the platform has the **accessibility features**, a special font for people with dyslexia will appear in the text settings.

5.6. Changing the screen settings

Tapping on the center of the book page, the viewer menu bars will appear. The fourth icon on the bar corresponds to the **screen settings** menu. From this menu you can adjust the intensity of the **screen brightness** as well as modify the **background color of the page**. The background color is white by default but you can change it to sepia, black or gray to make reading more comfortable. The color of the characters will also vary depending on the chosen background color.

Not all books allow you to change the background color of the page. If the layout of the book makes impossible to use this option, when you press the screen settings icon, an informative message will appear.

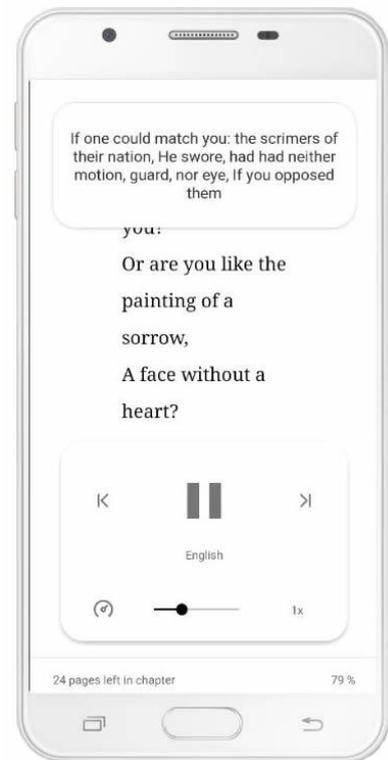


5.7. Using text-to-speech functionality

If the platform has the **accessibility features**, when you tap on the center of the book page, the menu bars will appear and you will see a triangle-shaped icon in the last position of the bottom bar. This icon enables you to activate a feature that will use your device's **voice engine** to read the book to you.

If you have an Android device and the voice engine does not read correctly or is not using the correct language, check in the settings of your device if it is using Google's voice engine, because some manufacturers add their own engine by default and that one may not be compatible with our application.

If the layout of the book you are reading makes impossible to use this functionality, when you click on the text-to-speech button, an informative message will appear.

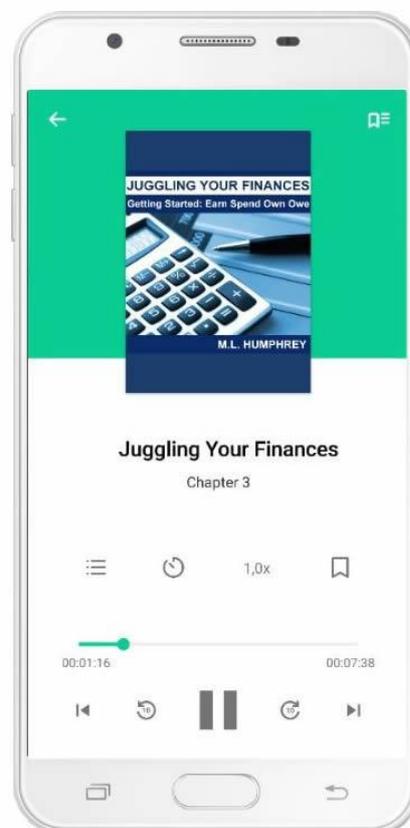


6. Using the media player

When tapping on an audio or video in the **Bookshelf** section, the multimedia player will open so you can listen or view it. The player's functionalities are the same whether you use it on streaming or you have the title downloaded to your device, but keep in mind that to access videos or audios on streaming you'll need an Internet connection.

You can go forward and backward in the reproduction of an audio or video in several ways:

- Sliding your finger on the progress bar at the bottom. With this you can advance or go back in the current chapter to the point you want.
- Using the 10-second forward or backward buttons.
- Using the triangle-shaped buttons that are meant to skip to the next chapter or go back to the previous chapter.
- Pressing on the button in the form of a list, you will access the list of chapters of the audio or video and, if there are more than one, you can go directly to the desired chapter by tapping on it in the list.



When you want to stop playing an audio or video, press the arrow button ← that appears in the upper left corner of the screen. The player will close and you will return to the **Bookshelf** section. If your account is linked to several devices, the **current point of listening or viewing will be synchronized** with the rest of the devices without you having to do anything. You only have to remember to close the player when you have finished using it.

6.1. Using the sleep timer

You can configure both the video and audio players to **stop playing automatically** when a certain time has passed or the end of the chapter you are currently playing is reached.

To do this, press on the clock-shaped icon that you will find in the player's menu bar. A window will open with buttons with the shape of a plus and minus symbol allowing you to specify a number of **minutes** after which the player should stop.

Alternatively, instead of specifying a number of minutes, you can press the **Chapter's End** button and in that case, the player will stop automatically when it reaches the end of the chapter that is being currently played. If you have the timer set and you want to remove it, all you have to do is press the clock-shaped button again and a new window will appear with the deletion option.

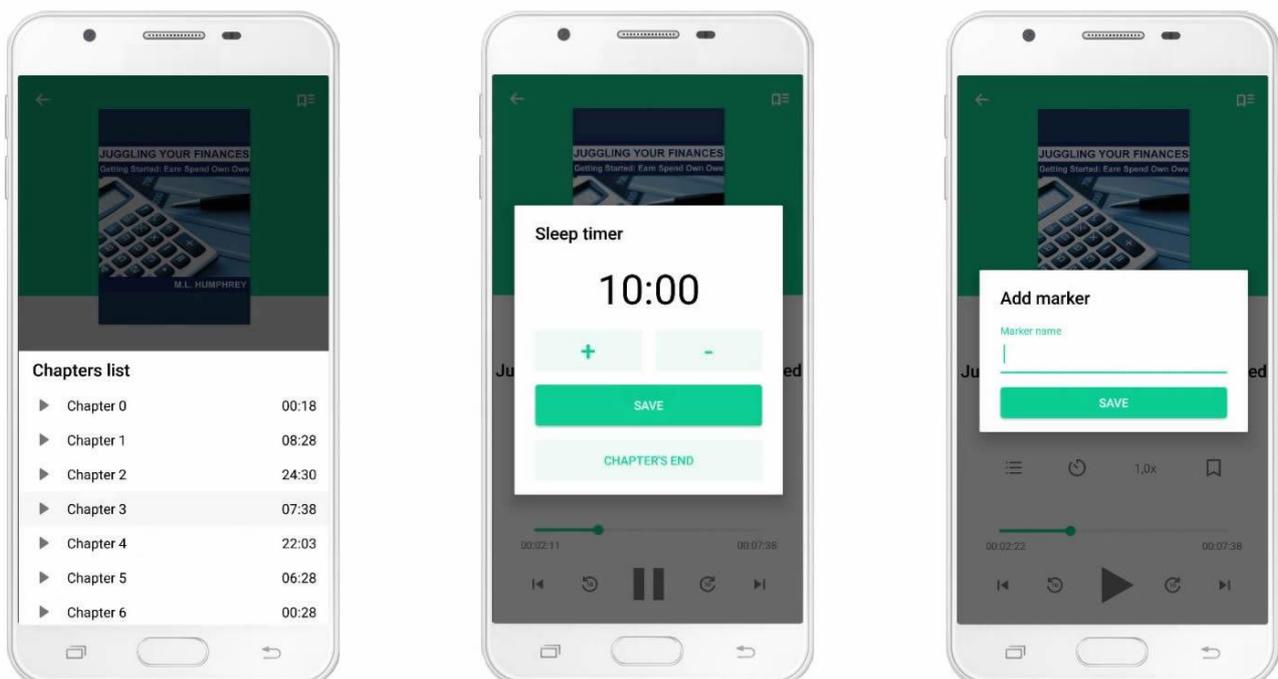
6.2. Modifying the playback speed

You will notice that among the options of the player menu there is a button with the text **1x**. By clicking on it you can increase the **playback speed** of the audio or video. Normal playback speed is 1x. To modify it, press the mentioned button and the speed will increase in steps of 0.25 until it reaches 2x (twice the normal speed). If you continue to press, the speed setting will start from the beginning but this time starting at 0.5x (half of the normal speed).

6.3. Adding a marker

The app's media player also allows you to put a **marker** at any point in the video or audio so that you can quickly return to that part in the future. To do so, at any time during the video or audio playback, press on the icon with the shape of a bookmark that you will find in the player menu. A new window will appear asking you to name the new marker. You can create as many markers as you want.

When you want to return to a point in the audio or video where you placed a marker, click on the icon that appears in the upper right corner of the screen and a list will open with all the markers you have placed. Click on the one that interests you, and the player will automatically take you to that point.

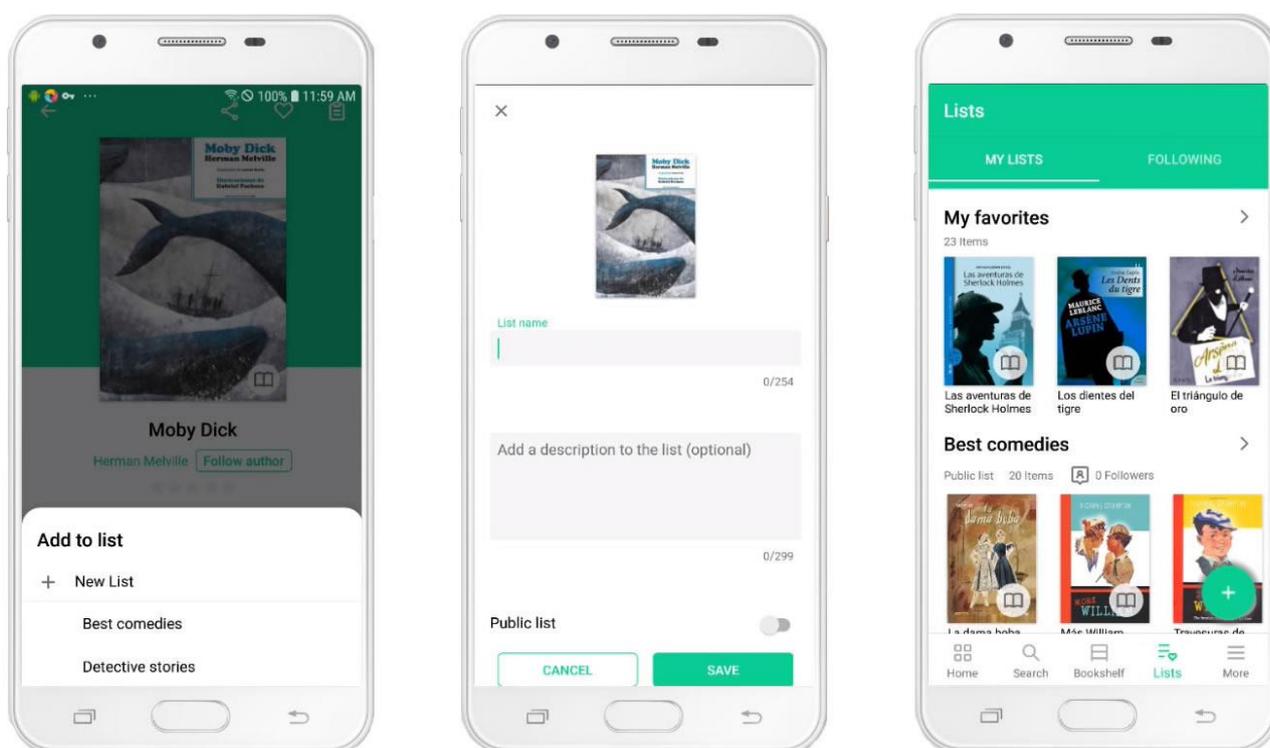


7. Creating and managing customized lists

When accessing the detail page of a title, users will see that a heart-shaped icon appears in the upper right corner. Pressing on it, the title will be added to the **My Favorites** list that all users have available by default. This pre-created list cannot be edited or deleted and will always be private. In other words, its owner is the only one who can see it by accessing the **Lists** section located in the lower menu of the application. Pressing the heart icon a second time will remove the title from the favorites list.

Next to the favorites icon, there is a second icon that allows users to add the title they are viewing to a **custom list** that they have created previously. When pressed, a pop-up menu will appear where they can select which custom list they want to add the title to. Pressing a second time on the list name, will remove the title from that list.

In this menu users will also be given the option to **create a new custom list** to add the title to. By pressing the option **New list**, a formulary will appear that the user must fill in, indicating the name of the list and a description of it (optional). In that same form, they must choose if they want to make the list **public**. If a user marks a list as public, it will appear in the catalog and other users will be able to see it, follow it, and share it on social networks. On the other hand, if the user decides not to make their list public, it will remain as a **private** list and will only be accessible to its owner in the **Lists** section of the application. Private lists do not appear in the catalog and cannot be shared on social networks.



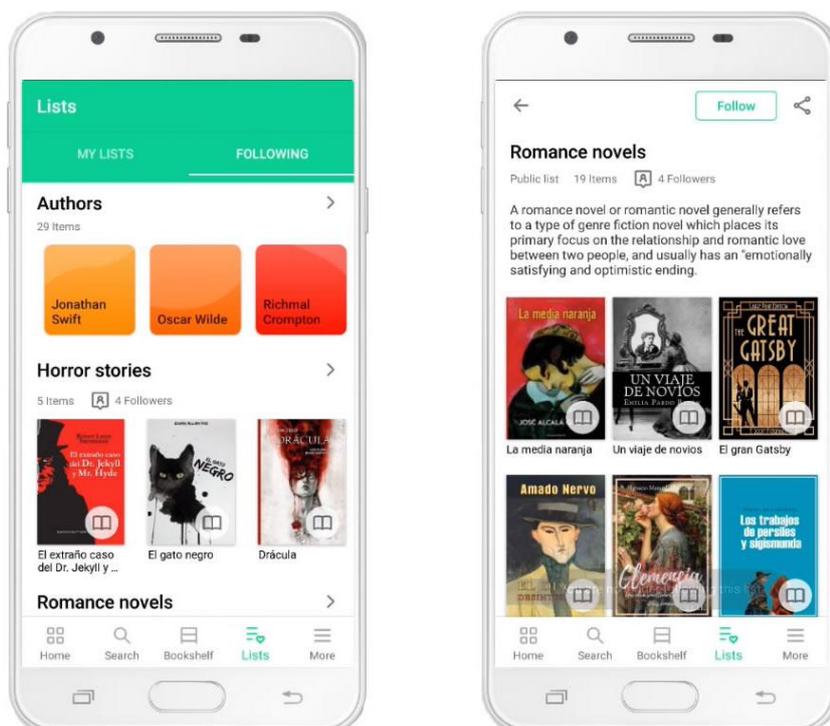
If users access the **My Lists** tab within the **Lists** section, they will see their favorite titles list and all the other customized lists they have created. If they access the details of one of them by clicking on its title, they'll see the titles it contains and its description. Clicking on the icon in the shape of three points will display a menu from which they can edit the list, delete titles from it or delete the entire list. The **My Favorites** list is the only one that cannot be deleted as it is a pre-created list.

On the **My Lists** tab, users will have a button in the shape of a plus symbol that will also allow them to **create a new list**.

In the detail page of a title users will also find a button next to the name of its author that will allow them to **follow that author**. If they press the button, the author will be added to a list that users can view from the **Following** tab of the **My Lists** section. If we press the button again, the action will be undone. This authors pre-created list cannot be edited or deleted and will always be private.

In the detail view of the authors list, users will have the options to stop following several authors at the same time or completely empty the list. Users will receive notifications when new content from the authors they are following is published on the platform.

If they locate a **public list** in the catalog and access its file, they'll see the list name, a description (if its creator has added it) and a **Follow** button that will allow users to add this list to the tab **Following** from the **My Lists** section. Pressing the button again will undo the previous action.



8. Submitting a rating and a review

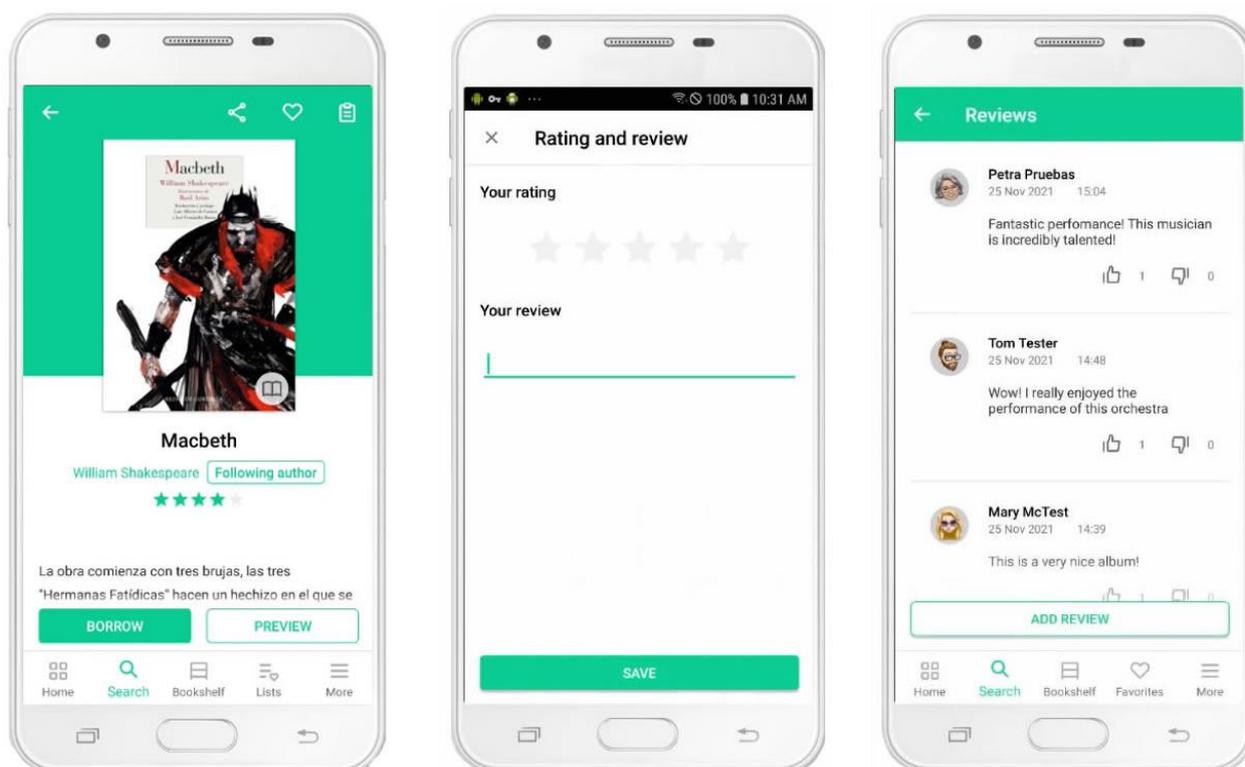
If you access a title profile, you will see that star-shaped icons appear below the cover image. By default, these stars will show the **average score** that the users of the platform have given to that content. If you scroll down the tab, you will see a graph detailing how many scores of each type the title has received.

Tapping on the **star-shaped icons**, a new window will open in which you can give your own **rating** for the title. Once you have rated a title, the star-shaped icons will stop showing the average score and will start to show the rating that you have given. You can modify your rating by clicking on the star-shaped icons again.

As for the **reviews**, if you scroll to the bottom of the title's profile you will see that the **Add review** button appears. Clicking on it, you can send your opinion about the title. When a title has reviews from several users, you will see a carousel displayed at the bottom of the tab with the latest comments received.

Pressing on the button **See all reviews** you will access the complete list of reviews about that title and you will be able to read them in full and indicate whether you liked them or not. If your platform has configured the deletion of comments, you can delete your reviews from this same screen.

You can choose to submit just a rating, just a review or both.



9. Checking your notifications

The app receives push notifications from the web platform to inform you about several things (checkouts about to expire, available holds, etc.). These notifications will appear in your device's notification bar. If you click on them, the app will open and it will redirect you to the **Notifications** section so you can read them in full.

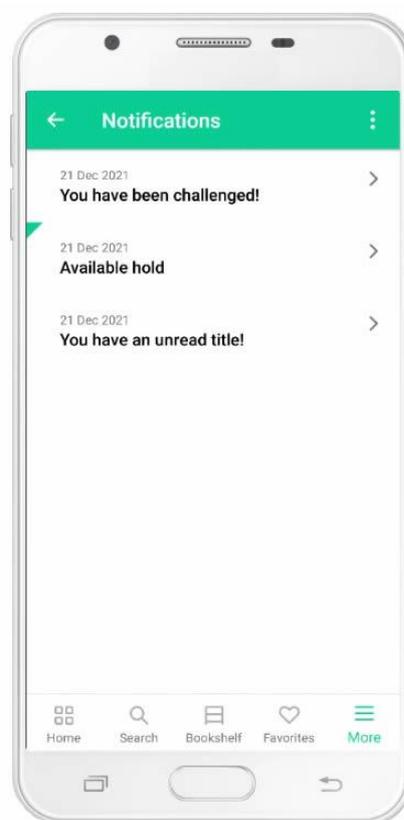
You can also access the Notifications section by displaying the app menu with the **More** button on the bar located at the bottom of the screen.

Inside the section you will find a list of all the notifications you have received. Those that have not been read yet will be highlighted with a colored indicator in the upper left corner. Once you click on a notification, you will access the full text and it will be marked as read.

To **delete notifications** and stop them from appearing in this section, you will have to click on the button with the shape of three dots that appears in the upper right corner of the screen. Pressing this button will open a menu with three options: **Mark all as read**, **Select** and **Delete all**.

If you want to delete some notifications but not all, choose Select and you will return to the list of notifications where you will see that a multiple selection tool and a trash can button now appearing at the top right of the screen.

Another option to **delete notifications** is to open the notification you want to delete and, once you are viewing the full text, use the button in the shape of a trash can that appears in the upper right corner.



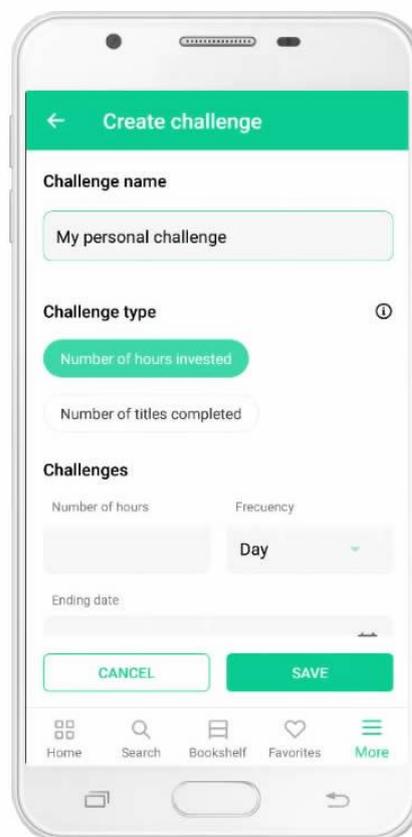
10. Creating a personal challenge

If you display the **More** menu of the app and access the **Challenges** section, you will find two tabs. One is called **Active Challenges** and the other is called **Challenges History**.

The **Active Challenges** section provides you with a tool to be able to create two types of challenges: **Titles completed** within a period and **time dedicated** within a period. By clicking on the icon with the shape of a plus symbol, a form will open to create your personal challenge.

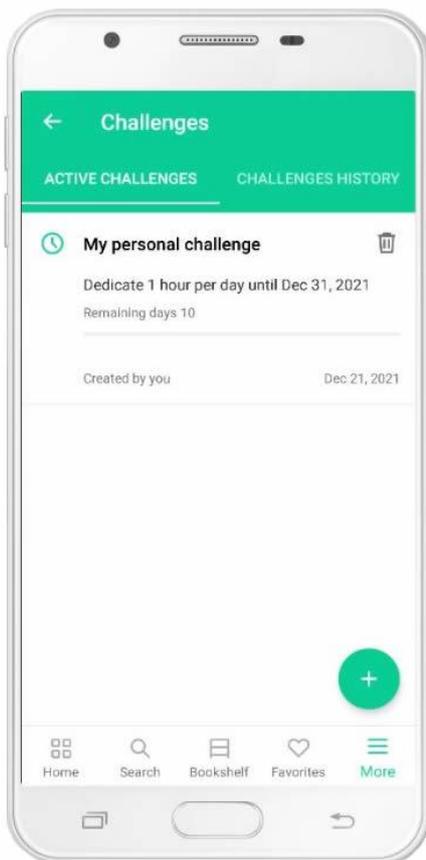
In this form you will have to give the challenge a name, select the type of challenge and indicate the rest of the necessary parameters (Number of hours dedicated or titles completed, the frequency and the end date of the challenge).

If you don't quite understand the differences between one type of challenge and another, select one and press the **information** button. A window will appear with a more detailed explanation of the type of challenge you have selected. Some examples of challenges you could do are "Finish 1 title a month by December 31" or "Spend an hour a day looking at titles for a month."



Once you have filled in all the fields in the form and pressed the **Save** button, you will return to the **Active Challenges** tab, where you will now be able to see the challenge you just created and a progress bar will appear indicating how far you have advanced to accomplish the challenge. You can remove the challenge by clicking on the icon with the shape of a trash can that accompanies it.

The **platform administrator** can also create challenges for you. If the administrator sends you a challenge specially designed for you, it will also appear on the **Active Challenges** tab along with an indication that it is a challenge from the administrator. The challenges created by the administrator cannot be removed.



You can only have two active challenges at the same time. One created by you and one created by the administrator.

The administrator also has the ability to create **public challenges** for all users of the platform. These challenges will not appear in your Active Challenges section since they are not personal but apply to all users and everyone contributes to achieving them with their activity in the app. When there is an active public challenge, a special banner will appear on the **Home** screen with the details of the challenge.

As for the **Challenges History** section, it is a section where you can see a list of all your personal challenges whose end date has already passed. Here you can also see if you managed to complete the challenges or not and keep track of all the challenges in which you have participated.

You can **filter the list** to see only the challenges created by you or see only those that were created by the administrator. To do this, press the icon in the upper right corner of the screen and choose which challenges you want to see.

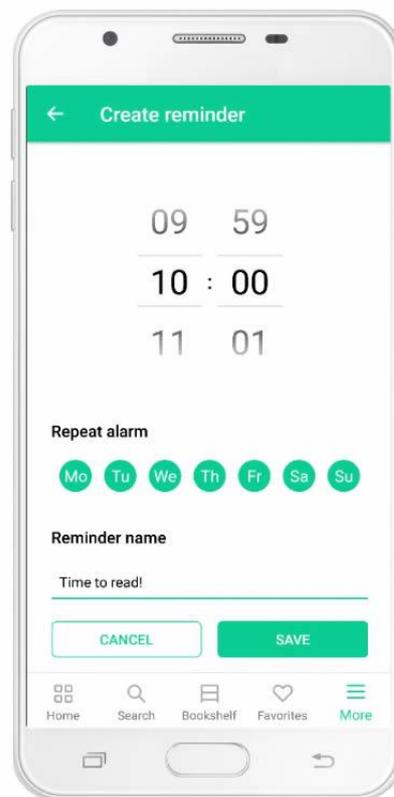
11. Setting a reminder

Displaying the **More** menu of the application, you will find a section called **Reading Reminders**. This functionality allows you to create an alert that will notify you at the times that you indicate so that you do not forget to access the app and read. This can be especially useful if you are trying to meet a challenge that involves constant use of the platform's resources.

To create a new alert, go to the **Reading Reminders** section and press the button in the shape of a plus symbol. A new screen will appear with a form that will allow you to configure the time and days of the week when the alarm must notify you. Give your new alarm a name and press **Save**. The app will take you back to the Reading Reminders menu where you can see the alarm you just created.

If you want to edit the schedule of an existing reminder, press on it and the previous form will open again so you can edit the alert settings.

You can create as many reminders as you want and each of them will have a button on the right side allowing to deactivate them if you want they stop working temporarily. To permanently **delete** a reading reminder, press and hold on it and a trash can icon will appear in the upper right corner to delete it.



12. Changing the app configuration

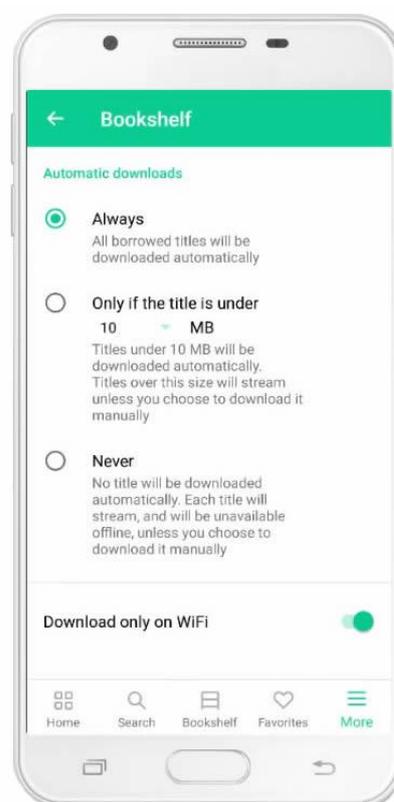
In the **More** menu of the app you will see a section called **Settings**. In this section you will find several options to be able to modify some default behaviors of the application.

12.1. Bookshelf

This section is where you can configure the behavior of the **automatic downloads** of the titles that you have on the **Bookshelf**. The default behaviour is that the titles you borrow are always downloaded automatically when you are connected to a WiFi network.

The options you can to choose are:

- **Always:** The titles you have on the Bookshelf will always be downloaded automatically.
- **Only if the title is under X MB:** The titles you have on the Bookshelf will be downloaded automatically only if they occupy less than the amount of megabytes you specify.
- **Never:** Titles on the Bookshelf will never be downloaded automatically. If you select this option you will have to download the titles manually from the Bookshelf.



Additionally there is a last option called **Download only on WiFi**. If this option is activated, the application will download the titles from the Bookshelf automatically according to the option you chose in the previous step, but it will only do so when you are connected to a WiFi network. If you are not, it will not download anything automatically.

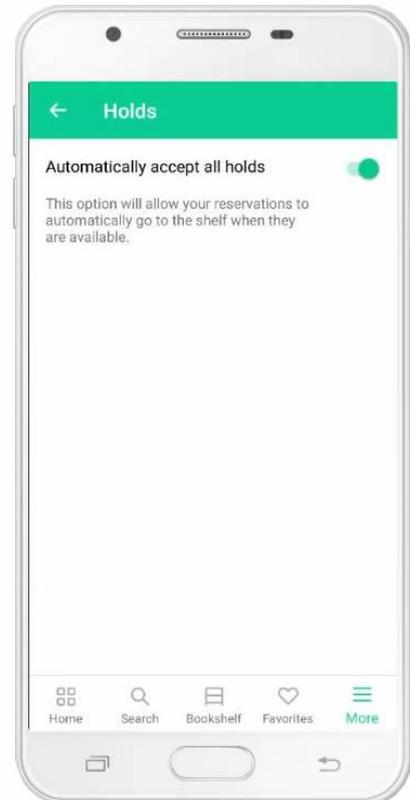
On the contrary, if you uncheck the option **Download only on Wi-Fi**, the application will download the titles automatically following the behavior you have selected and it will do so regardless of whether you are connected to a Wi-Fi network or using the mobile data bundle of your device. The files can occupy from a few megabytes to several gigabytes, so you must be careful not to deactivate this option if you do not want to consume your mobile data bundle.

12.2. Holds

When you have placed a hold on a title and it is available for you to borrow, you will receive a notification and you will have a period to make the checkout effective. If this period expires, your reservation will be automatically canceled and the title will become available to the next person on the waiting list.

So if you don't want to miss the opportunity to borrow the book due to not being able to accept the reservation on time, the application has a functionality to **automatically accept reservations** for you. When that happens, you will receive a notification indicating that you already have the title you were waiting for available on your **Bookshelf**.

If you want to disable this behavior, display the **More** menu of the application, access the **Settings >> Holds** section and uncheck the option called **Automatically accept all holds**. Keep in mind that if you disable this option, you will have to accept the reservations manually when you receive the notification that you already have it available.



To **manually accept a hold** you will have to follow the steps explained in section 2 of this manual.

12.3. Screen

By default, the app will keep the screen of your device permanently on while you are reading a book to prevent the screen from turning off while you read.

If you want to disable this behavior and have the screen turn off according to the operating system settings even if you are reading, display the **More** menu, go to **Settings >> Screen** and uncheck the option **Keep the screen on**.

If the platform has the **accessibility module**, from this menu, users who need it can activate a theme that uses **high-contrast colors** to make it easier for people with vision problems to use the application.

13. Managing your user account

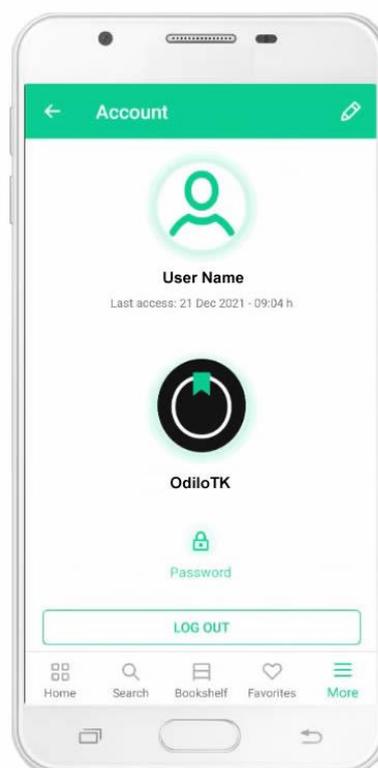
If you open the **More** menu and access the **Account** section, you will be able to perform various actions related to your user account.

13.1. Adding a profile photo

Access the **Account** section, tap on the pencil-shaped icon that appears in the upper right corner of the screen and you will enter the personal data editing mode. You will notice that the space reserved for the profile photo now shows an icon in the shape of a **camera**. Press that icon and the app will ask you if you want to select a photo from your **image gallery** or if you want to **take a photo** with the device's camera. Select the option you prefer and with it you can establish your profile image.

13.2. Editing your personal information

If your platform allows you to edit your user data, when you press the **pencil-shaped** icon that appears at the top right of the screen, you will enter data editing mode. Your personal information will appear below the profile image so you can modify it. When you're done, press **Save** to confirm your changes.



13.3. Changing your password

If your platform allows you to change the password, when you access the **Account** section, you will see that an icon in the shape of a padlock appears at the bottom, accompanied by the text **Password**. By pressing that icon you will be able to change your user password.

13.4. Logging out

When you access the **Account** section, you will see a button with the text **Log Out** appear at the bottom. If you press it, you will exit the app and your user account will be unlinked from the device you are using.

14. Frequent questions

I don't remember my password, how can I recover it?

If your platform allows the option of recovering your password, when you open the app you will see that just below the Login button a link appears with the text «*Have you forgotten your password?*». Press it and follow the instructions to recover your password. If the aforementioned link does not appear, then you will have to contact the people in charge of your platform so they can tell you how to recover the password.

I don't have a user account, how can I get one?

If your platform allows self-registration of users, when you open the application you will see that below the Log In button another button appears with the text «Sign Up». Press it and fill in the fields with the necessary information to create your account. If the Sign Up button does not appear, then the platform does not allow users to register on their own and you will have to contact the people in charge of the platform to ask them how you can obtain your account.

I am trying to borrow a title but the app tells me that I have already made the maximum number of checkouts allowed

The most common error displayed during the process of making a checkout is usually that you have already reached the limit of simultaneous checkouts allowed or you have already made the maximum number of checkouts allowed in a determined period. Both errors occur because your library's lending policy sets restrictions on the number of checkouts that can be made simultaneously or the number of checkouts that are made in a period. To learn more about the loan policy of your library, you will have to contact the people in charge of the platform.

I am trying to place a hold on a title but the app tells me that I have already made the maximum number of reservations allowed.

As it happens with checkouts, those responsible for the platform can decide to limit the amount of simultaneous holds that each user can place. To find out more details about the reservation policy, you should contact them.

I want to read a book but I get an error and I can't access the text.

Access the Bookshelf section and check if the book shows the download icon. It's an icon shaped like an arrow pointing down. All books should be downloadable and readable with the app's ebooks viewer. If the download icon does not appear, there is a problem with the file of that book. In this case, contact the people in charge of your platform so they can check the file and report to the technical service.

I want to play an audio or video but I get an error saying the format is not supported.

Access the Bookshelf section and check if the audio or video shows the download icon. It's an icon shaped like an arrow pointing down. All media content should be downloadable and playable with the app's player. If the download icon does not appear, there is a problem with the file of that title and it is trying to open it without success using the web player. In this case, contact the people in charge of your platform so they can report to the technical service and they can check the file.