

# PressReader FAQ

## About PressReader

### What is PressReader?

PressReader offers unlimited access to newspapers and magazines in an easy-to-use app available on every smartphone and tablet. The PressReader app interface supports English, Traditional Chinese, Korean, French, Arabic, German, Italian, Japanese, Norwegian, Portuguese, Russian, Spanish, and Turkish. Plus, content is available in more than 60 languages. You can also instantly translate some content to up to 18 languages, while you have an active internet connection.

### Can I connect using my WiFi network?

You can get access to PressReader whenever you find a WiFi network. Download full versions of newspapers and magazines to your own device, or save them to read offline once you leave.

**Can I connect using my library card?** Yes. You can sign in using your library card number and PIN.

**Can I connect using the Library website?** Yes. Please use the [Go to PressReader for browser](#) on the Library's website to load the PressReader site. Every reader who uses that link to access PressReader will have full access to the platform.

## Getting Connected

### How do I connect to PressReader?

Download the PressReader app and connect using the library's or your own WiFi network and your library card and PIN. The library also has a PressReader access portal on the website.

### Can I use PressReader on any device?

You can get the PressReader app on any mobile device using any major operating system, including iOS, Android, Windows, Amazon, Blackberry, and Mac. PressReader's web platform is also available on laptops and other computers.

### Which app stores carry PressReader?

You'll find PressReader in the Apple App Store, Google Play, Windows Store, Amazon, and Blackberry World.

## **I've opened the PressReader app, but the content appears to be locked. How do I unlock the issues I want to read?**

When you first open the PressReader app, you should see a welcome message from your library. If not, you may not have connected successfully.

- If you're trying to connect through the WiFi network and you see padlock icons on a publication, check the coffee cup icon at the bottom right corner of your screen. It should be green. If it isn't, you might need to reconnect to WiFi. Visit the help desk if that doesn't resolve the issue.
- If you're trying to connect using your library card and you're unable to log in, get in touch with your library to confirm that your account has been granted access.
- If you're trying to connect through your library's website and you see padlock icons on a publication, try clearing your browser history and clicking the access link again. If it still doesn't grant you access, get in touch with your library. The link may be broken.

## **Downloading newspapers and magazines**

### **How do I download newspapers and magazines to read offline?**

Once you've logged into PressReader you're ready to start downloading. Tap on Publications to view the PressReader catalogue. Here, you can search for your favourite titles sort the list by category or language. Tap the download symbol to save a publication. If you want to see all of the publications you've downloaded, just tap Downloaded at the bottom of your screen.

### **How many issues can I download?**

As many as you'd like.

### **How long can I keep the issues I download?**

You can keep any issue on your device for as long as you'd like.

**Can I download complete publications?** Yes. Full issues of your favourite magazines and newspapers are available on PressReader. You can read them in the original printed layout or in a text-view mode designed for easy reading on a mobile device.

### **Which titles are available on PressReader?**

Thousands of titles from all over the world are on PressReader. Use the app to browse the catalogue.

**I'm looking for a specific newspaper or magazine, but I can't find it on PressReader. Can I request it?**

Yes. If there's something you'd like to see on PressReader that's not there, send an email to the support team at [care@pressreader.com](mailto:care@pressreader.com). New titles are added every day and they're always eager to connect with readers like you. So, get in touch with your favourite newspaper or magazine as well and let them know you'd like to see them on PressReader.

**I would like to read the Globe & Mail from home but I can't access it, can you help?**

Due to restrictions on access made by The Globe & Mail, it is only available on PressReader when accessed inside the Library.

**Why is the PressReader app asking me to pay for a title I want to download?**

If you are prompted to pay for a title, you might not have connected successfully. See [Getting Connected](#).

## **Making the most of your time on PressReader**

**Is PressReader mobile-friendly?**

Yes. You can read most publications on PressReader in the original printed layout or in a text-view mode designed for easy reading. To use the text-view mode, just open any title from the publications list in the PressReader app. Then, select the text-view toggle at the bottom of your screen.

**Why isn't there a text-view option for the publication I'm reading?**

Some magazines on PressReader don't have a text-view option. It's important that your reading experience is the best it can be, and some of those beautiful magazine layouts aren't designed to be pulled apart. In full-page view, you can pinch your fingers to zoom in and drag each page to read comfortably.

**Who can I contact if I have more questions?**

If you have more questions about your access to PressReader, contact the Library at 905-356-8080 or email [askus@nflibrary.ca](mailto:askus@nflibrary.ca)