



## Witherby Connect FAQs

### Commercial FAQs

Q: What is the pricing structure for one or more users?

A: Witherby Connect eBooks cost the same as their paper version, and licences are sold per user as a one-off purchase:

- Purchasing one licence will give you access for 1 concurrent user.
- 2 users = 2 licences, 2x book price; 3 users = 3 licences, 3x book price, etc. These are concurrent users, i.e. 2 users at a time, from any location, or 3 users at a time, etc. Multiple users can be grouped under the same login, or separate one can be created for each. Please get in touch at [sales@witherbys.com](mailto:sales@witherbys.com) if you would like to purchase access for multiple users.
- It is necessary to purchase the same number of copies for each eBook associated with a *Witherby Connect* login.

Q: Are all eBook titles available on *Witherby Connect*?

A: Yes, they are.

Q: How do I order?

A: You can purchase eBooks for use on Witherby Connect online at [witherbys.com](http://witherbys.com).

Q: Can I get a trial for *Witherby Connect*?

A: Yes, we can provide a 7-day trial with access to a list of pre-selected Witherby titles. Please contact us at [connect@witherbys.com](mailto:connect@witherbys.com) for a login.

Q: If I have purchased access to the Witherby Windows eBook Reader, can I switch to *Witherby Connect*?

A: Yes, you will first need to confirm that the online system is working then uninstall the Windows eBook Reader and let us know. Please get in touch if you'd like to do so.

This transition is free of charge for *Seamanship Library* or *Witherby eBook Reader* licences bought from Witherbys.

Q: How quickly can I transition to *Witherby Connect* and how do we do this?

A: The Windows eBook Reader is not being discontinued so you can transition to *Witherby Connect* at your own pace.

Once transition has been decided, all eBooks must be transferred at one time (there is an option to unregister eBooks in the *Witherby eBook Reader*) and the eBook Reader software must be uninstalled.

You must contact us to organise this transition. It cannot be done automatically.

Q: What happens when new editions are published?

A: You will need to buy the new edition in order to access it. You can see which titles are superseded in the Download section of your account.

Q: What happens to superseded titles in *Witherby Connect*?

A: Superseded titles are clearly marked with a 'Superseded' banner. To avoid confusion, old superseded titles will generally be removed after 15 months, except in special circumstances.

## Technical FAQs

Q: What technical help is available if I need it and who can I contact?

A: Technical help is provided by the technical support team at Witherbys. They can be contacted at <http://wsil.co.uk/osticket> or [support@witherbys.com](mailto:support@witherbys.com)

Q: What are the system requirements for *Witherby Connect*?

A: Any modern browser (Google Chrome, Microsoft Edge, Mozilla Firefox, Apple Safari...) can be used, on Windows, Mac or Linux.

Internet Explorer is too old and does not support the technology used by *Witherby Connect*.

It is replaced by Microsoft Edge which is installed by default on all Windows 10 computers.

You won't need to install anything, but to access *Witherby Connect* on corporate networks and on some ships, it may be necessary to ask the company IT support to white list the following URL: <https://www.witherbyconnect.com>.

*Witherby Connect* has been tested on ships with a connection speed of 0.5 Mbps (512 kbps). It will even work well at slower speeds, particularly after the eBooks are downloaded (which, provided that the browser's cache is not cleared, only happens once per computer). Downloading the library can be done while in port or close to shore with a faster/cheaper Internet connection.

At 0.5 Mbps, a small 2 MB book will take about 30 seconds to download. A large book (10 MB) 5 times longer, etc. Office users can normally expect 5 Mbps or more so a small book will only take 3 seconds or less to be cached.

Q: Does *Witherby Connect* allow for Offline access to the books?

A: Yes, if a book is saved to the browser's cache it will be available offline. All the *Witherby Connect* eBooks you have purchased can be saved in this way. More details are available in our User Manual.

Q: How about the use of back up licences with *Witherby Connect*?

A: There is no need for back up licences in *Witherby Connect* as you will be able to log on any number of computers and download the eBooks on each computer. The only limitation is that with a 1 user licence, only 1 computer can access the eBooks at any given time.

Q: What about vessels inspections?

Should you be using *Witherby Connect* onboard a ship and have an inspection, we recommend that you do the following beforehand to show that the requirement for backup access to the publications is met:

1. Log in to *Witherby Connect*.
2. In Download Library, make sure that all titles are saved and up to date.
3. In Offline Mode, install the *Witherby Connect app*. You need to use Google Chrome or Microsoft Edge for this.

Repeat these steps on all computers that you are using to access the library onboard as saving them on one computer does not save them on the other machines.

During the inspection, you can log in and out of *Witherby Connect* on multiple computers to show the inspector that access can be transferred from one to the other should the main machine encounter hardware failure.

You can also open the *Witherby Connect app* to demonstrate that (provided that the titles have been saved) should your Internet access fail, you will still be able to access the library. The computer must be disconnected from the network for this demo.