THE NEW IMO BOOKSHELF CUSTOMER FAQs

Query	Answer
How can I access my new IMO e-reader publications?	E-Readers are accessed using the new IMO Bookshelf, browser-based e-reader service.
Where is the new IMO Bookshelf software downloaded?	The new IMO Bookshelf is a browser-based platform, so there is no software to download. Users simply need to login to the following webpage to access their digital publications: www.imobookshelf.org
What requirements are there to access the new IMO Bookshelf?	The IMO Bookshelf can be viewed on any modern browser (i.e. Microsoft Edge and Google Chrome), and on both Windows-based and Mac computers. Internet Explorer is too old and does not support the IMO Bookshelf.
Can the new IMO Bookshelf be used with a tablet?	The IMO Bookshelf can also be viewed on your portable tablet. Please note that offline mode is not supported on iPads.
Has the way I purchase e-reader publications changed?	No. Purchases are made as usual via your usual reseller or distributor.
Have the product codes changed?	No. All product codes remain the same. E-reader product codes for use with the IMO Bookshelf all begin with the letter 'K', e.g., KM200E would be the product code for the IMDG Code.
Can multiple users login to the new IMO Bookshelf at the same time?	If you only purchase one licence, then only one user can be logged into the new IMO Bookshelf at any given time. If you require multiple-user, concurrent access, you will need to purchase additional licences. Users are automatically logged out within 3 minutes of closing their browser and/or 30 minutes of inactivity.
Can I access my e-readers from any computer on board ship?	Yes. The new IMO Bookshelf is a browser-based service which can be accessed from any machine on board ship. For this reason, there is no longer a need for a backup licence.
Do I get a backup licence?	No. With the new IMO Bookshelf, there is no need for a backup licence as the publications are not linked to a single computer but may be accessed from any computer, meaning that computer failures or replacements should no longer be an issue.
Are all e-reader titles available on the new IMO Bookshelf	Yes. All titles available for use with the Windows-based IMO Bookshelf e-reader software prior to the launch of the new IMO Bookshelf browser-based service will be available on the new service. All titles published from 1 May 2022 will be available on the new service.
What technical help is available for the new IMO Bookshelf?	Our technical assistance service continues to be provided by Witherby Publishing Group and they can be contacted at the following address for technical assistance: support@witherbys.com

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How can I migrate to the new IMO Bookshelf service?	Once you have purchased a new IMO e-reader after 1 May 2022, an account on the new IMO Bookshelf service will be created for you. You may only migrate your existing, Windows-based, e-readers once you have your new IMO Bookshelf account. All migration requests must be made using either the 'migration form' (for single users) or the 'migration spreadsheet', which will be provided to you by your reseller/distributor. Once completed, you will need to return this to them for checking. The reseller/distributor will verify the forms before forwarding them to IMO for registration. IMO will then liaise with Witherby Publishing, who will be in contact with you directly to implement the migration. Full details on the migration process is available in a separate document. **NB: you must have the Windows-based IMO Bookshelf version 5.13 installed to be able to effect your migration.**
How do I access my e-readers when there is no internet connection?	You will need to first access the IMO Bookshelf using a reliable internet connection, i.e. while in port. All of your purchased titles will be available to you when you login. They are organized by topic and all also visible in the "Document Library". To access your publications offline, you will need to click on "Document Library" and select "Save" on those titles you wish to download or "Save All" to download all of your purchased titles. This will then download all listed titles to the browser cache. The amount of time this takes depends on the size of the digital title and number of titles in your library. For example, a small 2 MB book will take about 30 second and a larger 10 MB book 5 times longer. **NB: Please be aware that if you clear your browser cache this will clear your downloaded digital titles and you will need to repeat the download process again when internet access is available.**

How do I receive supplements and errata?	When the system is online, all digital titles will be updated with errata/supplements. If you have downloaded the title, the next time you are online a green button saying "Update" will appear next to the title allowing you to receive the additional item. This is for amendments such as supplements, errata and addenda only. Any new edition is considered a new title and you must contact your reseller/distributor to purchase the new release.
Can accounts include mixed quantities, e.g., 1 x Book A and 2 x Book B?	No. The new IMO Bookshelf is a browser-based service which provides for multiple concurrent user access. If a company or vessel requires more than one concurrent user to be able to access the service at any point in time, each publication must be purchased for the required number of concurrent users. E.g., if a vessel requires access for 2 concurrent users, 2 licences must be purchased for each publication in their IMO Bookshelf. If only one licence is purchased for any individual publication, the service will default to only 1 concurrent user.
How much can I print from a publication?	You can print 1 page at a time up to a maximum of 300 pages. If you require numerous printed pages, you may wish to consider purchasing a hard copy of the publication, where available.
Is there an IMO Certificate available?	Yes, as with the Windows-based IMO Bookshelf, a certificate is available detailing all the IMO Publications contained in the computer. It is recommended that this be viewed in a web-browser as it is a live document.
Some IMO digital publications are described as 'e-books', rather than 'e-readers', and do not require use of the IMO Bookshelf e-reader software. Will these now be available in the new IMO Bookshelf service?	Initially, there will be no change to how you access e-books. These publications may be made available through the new IMO Bookshelf at some future point in time.
Do I have to migrate my existing purchases to the new IMO Bookshelf?	No. The Windows-based IMO Bookshelf software and all associated content will remain available to you indefinitely. However, technical support for this product will cease in June 2023 and no new purchases can be added in this format from 1 May 2022.
When can I migrate my existing products to the new, browser-based IMO Bookshelf service?	Any purchases made from 1 May 2022 will automatically be delivered for use with the new IMO Bookshelf service. When your reseller/distributor assigns a purchase to you after 1 May 2022, a new IMO Bookshelf account and login credentials will be generated for you automatically. The distributor should provide you with these details to

For further information on the new IMO Bookshelf contact any of our worldwide authorized distributors.

	enable you to access your publications. Your publications should be available to you within 30 minutes of your reseller/distributor assigning the product(s) to your account.
What about vessel inspections?	To prepare for vessel inspections, it is recommended that, prior to any inspection, you do the following : **1** Login to the IMO Bookshelf **2** In 'Download Library' ensure that all titles are saved and up to date. **3** In 'Offline Mode', install the Witherby Connect Offline app. You will need to use either the Chrome or Edge browser for this.
Does the new IMO Bookshelf service have any impact on my subscriptions or e-books?	The new IMO Bookshelf service is a platform which replaces the previous, Windows-based IMO Bookshelf e-reader software. There is no impact on the way you access your subscriptions (such as IMO-Vega) or e-books (product codes starting with 'E', e.g., EA807E), through our Virtual Publications website.
Are there any user support videos or other materials available to assist me?	Yes, user support materials are available on the dedicated IMO Bookshelf web page, where you will also find more help sheets and a user manual for the new IMO Bookshelf service.