



THE NEW IMO BOOKSHELF DISTRIBUTOR FAQs - Technical

Query	Answer
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
Does the new IMO Bookshelf work with all web browsers?	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 for my customers changed?	No. Purchases are made as usual via the webshop or by proforma and assigned to users in the usual way.
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.
How do I assign e-readers to my customer?	Titles are still assigned via the Virtual Publications webpage as they are now. After you assign the digital title to your customer, it will be accessible in their IMO Bookshelf account in less than 30 minutes.
Can multiple users login to the new IMO Bookshelf at the same time?	If your customer has only one licence, then they can only have a single user logged in at any given time. If they require multiple-user concurrent access, we would suggest they contact you to purchase additional titles. 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.
Does my customer 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.



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How can my customer migrate to the new IMO Bookshelf service?

Once your customer has purchased a new e-reader after 1 May 2022, an account on the new IMO Bookshelf service will be created. Customers may only migrate their existing e-readers once they have their new IMO Bookshelf account.

All migration requests must be made using either the 'migration form' (for single users) or the 'migration spreadsheet', which must be provided to the customer by their distributor and returned to them for checking.

The distributor will verify the forms before forwarding to IMO for registration. IMO will then liaise with Witherby Publishing, who will be in contact with the end-users directly to implement the migration. Once this has been completed, IMO and the distributor will receive confirmation.

Full details on the migration process is available in a separate document.

How does my customer access their e-readers when there is no internet connection?

Your customer needs to first access the IMO Bookshelf using a reliable internet connection, i.e. while in port. All of their purchased titles will be available when they login. They are all organized by topic and all also visible in "Document Library".

To be able to access their publications offline, they need to click on "Document Library" and select "Save" on those titles they wish to download or "Save All" to download all of their purchased titles. This will then download all listed titles to the browser cache. The amount of time depends on the size of the digital title and number of titles in your customer's library. For example, a small 2 MB book will take about 30 second and a larger 10 MB book 5 times longer. Please be aware that if they clear their browser cache this will clear their downloaded digital titles and they will need to repeat the download process again when internet access is available.

How does my customer receive supplements and errata?

When the system is online, all digital titles will be updated with errata/supplements. If your customer has downloaded the title, the next time they are online a green button saying "Update" will appear next to the title allowing them 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 they must contact you to purchase the new release.



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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 my customer print from a publication?

End users can print 1 page at a time up to a maximum of 300 pages. If they do require numerous printed pages, they may wish to consider purchasing a hard copy of the publication, where available.

Is there an IMO Certificate available to users?

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.

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

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.

Does my customer have to migrate their existing purchases to the new IMO Bookshelf?

No. The Windows-based IMO Bookshelf software and all associated content will remain available to the customer 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 my customer migrate their existing products to the new, browser-based IMO Bookshelf service?

Any purchases made on behalf of one of your customers from 1 May 2022 will automatically be delivered for use with the new IMO Bookshelf service.

When you assign a purchase to your customer after 1 May 2022, a new IMO Bookshelf account and login credentials will be generated for your customer automatically. The distributor should provide these details to their customers, who will be able to access their publications, using these credentials, within 30 minutes of your assigning the product to their account.



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What about vessel inspections?	<p>To prepare for vessel inspections, it is recommended that, prior to any inspection, you do the following :</p> <ol style="list-style-type: none">1 Login to the IMO Bookshelf2 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.
Will I be able to manage my customers login?	<p>Yes. You can manage your customers, as usual, via your Virtual Publications distributor account.</p>
Are all e-reader titles available on the new IMO Bookshelf	<p>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.</p>
Does the new IMO Bookshelf service have any impact on my subscriptions or e-books?	<p>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.</p>
Are there any user support videos or other materials available to assist me or my customers?	<p>Yes, user support materials are available on the dedicated distributor support web page.</p>