

Frequently Asked Questions

EBooks ordered directly from ReferencePoint use the Big Timber Media platform. Our eBooks are also available on distributor platforms by Follett, Mackin, Baker & Taylor, Gale, OverDrive, SebcoBooks, MyOn/Renaissance, and EBSCO. For information about eBooks on distributor platforms, please contact the distributor directly. The information below is about the Big Timber Media Platform.

What are the features of the hosted eBooks?

Our eBooks have many features to enhance a student's reading experience.

- **Table of Contents:** Most of our eBooks include an interactive table of contents. By clicking on each link, you will be taken to that page.
- **Bookmarking:** Users can "bookmark" eBook pages with short notes. To do so, navigate to the page you want to bookmark, and then click on the bookmark icon in the lower left hand corner of the page. Type your short note in to the space provided and click "Add." These bookmarks are saved as "cookies" on the computer the book is opened on, so the bookmarks do not stay with the book; they will only be visible if the book is opened on the same computer.
- **Thumbnail View:** Every eBook includes a thumbnail view of each page in the book. Clicking on a thumbnail image will take users to the corresponding page.
- **Fullscreen View:** Every eBook includes the option to view the page at full screen. Look for the icon along the bottom of the eBook. To return to the regular view, click the Esc button on your keyboard.
- **Search:** Our eBooks are searchable by keyword. Along the top of the eBook page, you will find a search bar. After you enter your search term and hit the Enter/Return key, the search results will appear along the left hand side of the eBook screen. Users can click on each result to go to the page that includes the result. The search term will be highlighted on the page.
- **Page Navigation:** The arrow icons in the lower right hand corner of the page allow users to navigate through the book page by page or jumping from the cover to the back page. The arrows at the left /right of the book pages also allow navigation from page to page. Users can also "grab" a page corner with their mouse and pulling it across their screen, thereby "turning" the page.

Do the eBooks include audio?

The eBooks do not include voiceover audio or music, but they do have a page-flipping sound when turning pages. This can be muted by clicking on the Sound button on the bottom toolbar.

Is there a way for my students or patrons to bypass the login screen?

Yes, we offer two other authentication options for qualifying customers. If you are interested in one of these options, send your preference to us at orders@referencepointpress.com.



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IP authentication: If we add your school's IP address or range to your account, students who access your Big Timber Media library from the school building will automatically be logged in and will not have to enter a username and password. This is a great option for schools that have eBook links available online, but not on a password-protected site.

PLEASE NOTE:

- IP authentication is not an access option for schools in districts that use a shared public IP address. If you are unsure, please consult your technical staff.
- IP authentication does not work remotely (from home).

Referring URL authentication: If your school has a secure password-protected site, we can put the URL of your site on our list of approved URLs, and any time a student clicks on a Big Timber Media hosted link from your site—regardless of whether they are at school or at home—they will be automatically logged in.

PLEASE NOTE:

- The referring URL must be a password-protected site that is accessible only by those who have the rights to view your eBooks. Our books are generally sold as a site-license and cannot be accessed by other schools in your district.

What privileges does an account administrator have?

An account administrator can download usage statistics, add or change usernames and passwords, and update other account information. When logging in, an account administrator will see a link in the top bar that says "Manage My Account." Clicking on that link will lead them to these options.

How can I get usage statistics for my account?

First, log on using the account administrator credentials. Then click on "Manage My Account." Scroll down to "Activity Report." Put dates in the "Date Start" and "Date End" fields, and then click on "Run Report."

What information is included in the usage reports?

The usage reports include the number of visits for title by each user within the account (i.e. administrator vs. student logins). It also includes information on where the title was accessed, geographically, based on the users' IP address. Please note that we cannot capture the number of pages turned within each book by user.

Do the eBooks work on SMART Boards?

Yes, our eBooks are SMART Board compatible, but they are not SMART Board certified, since they were not built using Notebook software. This means there will be some functionality that a SMART Board offers that will not be available.



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Do the eBooks work on mobile devices?

Yes, our eBooks work on most mobile and tablet devices, including Apple's iPad and iPhone, as well as Android-based devices. If you're wondering about a specific device, please contact us for a free trial so you can test the eBooks on your device of choice.

What are the system requirements for my eBooks?

On a desktop view, our can be used on a Mac or PC platform. A minimum of 512 MB of RAM is recommended. The last two versions of the following browsers are supported: Google Chrome, Mozilla FireFox, Microsoft Edge, Internet Explorer, or Apple Safari for Mac OS X (macOS).

The following mobile browsers are supported: Safari (iOS 7.0+), Google Chrome and Android Browser (Android 4.0+).

What if I need technical support?

Please contact us with technical questions. Call us at 952-2-EBOOKS or e-mail us at customerservice@bigtimbermedia.com. We will return your call or e-mail within one business day.

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