

FAQs

for

IATA Bookshelf Enterprise Library (“EL”)

Last Update: 18, November, 2022

A. Access the Enterprise library

1. How do I access my Enterprise Library?

Online or app use your enterprise email address to login

If you do not have an account, you must create a Bookshelf account on:

<https://digitalpublications.iata.org/#/user/registration>

2. How can I access the Enterprise library offline?

You can access the Enterprise library offline by downloading the desktop bookshelf app:

<https://support.vitalsource.com/hc/en-us/articles/201344733-Bookshelf-Download-Options>

3. How long do I have access to my EL title?

- Enterprise Library is set up for 2 years.
- The start date is **not** when the library is purchased but rather when each publication is posted.

For example,

ADRM 12th edition is purchased and made available on Oct. 1, 2022

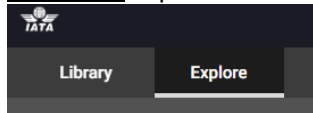
DGR 64th edition is purchased and made available on Nov. 1, 2022.

License for ADRM 12th will be valid until Oct, 1, 2024

License for DGR 64th will be valid until Nov. 1, 2024

4. Where is the Explore button found? – online, mobile and in the app?

a. Online: Explore tab can be found in the top left-hand corner of the online bookshelf.



b. Desktop App (downloadable app from Vitalsource website):



Explore tab is found on the left side of the screen.

c. iOS: Explore tab is found under the menu button on the left-hand corner or at the top of the screen, there's the ability to go from Library to Explore.

d. Android: Explore tab is found under the menu button on the left-hand corner or at the top of the screen, there's the ability to go from Library to Explore.

B. Accessing titles

1. How do I access my EL title?

You can access your title by logging into Bookshelf using your Enterprise email and opening the Explore section. For more details, please refer to the User Guide.

<https://www.iata.org/contentassets/7f98431f310c4f14a72bdb59e92ca083/bookshelf-enterprise-library-user-guide.pdf>

2. **How do I borrow an EL title?**

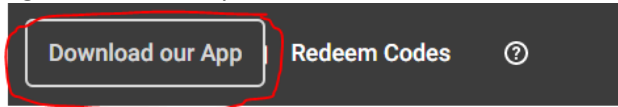
Click on the “Borrow” button in your Explore library

<https://www.iata.org/contentassets/7f98431f310c4f14a72bdb59e92ca083/bookshelf-enterprise-library-user-guide.pdf>

3. **How can I access the title in the Enterprise library offline?**

From within the Bookshelf app, the titles in the Enterprise Library are available offline once the title has been downloaded to your library.

You will need to download the appropriate application specific to your device online from the button bottom right hand side of your screen:



OR

Access the downloads from this link: <https://support.vitalsource.com/hc/en-us/articles/201344733-Bookshelf-Download-Options>

4. **Does the expired content stay in my library after the publication is past the expiration date?**

All Bookshelf titles have an expiry date of 2 years, the EL library has the same expiry.

5. **Why can't I borrow a title?**

The library is set with a specific number of titles and copies. The borrowing panel will include the number of copies available.

6. **If I forget to return the book back to the library, does it get returned after the duration of the title is reached?**

Yes, the title is automatically returned

7. **Can't see borrowed content in the library?**

Online: Click on the “update library” button located at the top right-hand corner.

Desktop App: Click on Refresh the library button located at the top right-hand corner.

iOS: click the button on the left-hand corner of the screen, “update library”

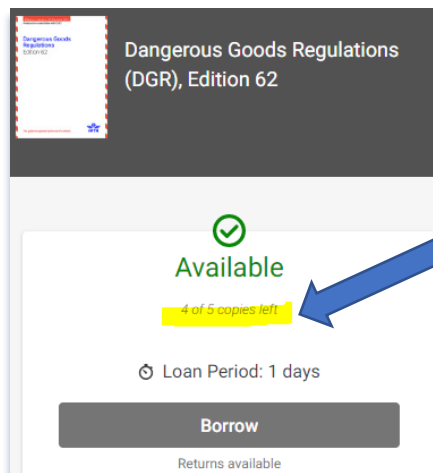
Android: click the button on the left-hand corner of the screen, “update library”

8. **How do I know how many books I have borrowed?**

You can click on the Borrowed Items button to view how many books you have borrowed. The Borrowed item button is available in the Explore panel.

9. **Can I see who has borrowed the EL title in my organisation?**

You can only see the number of a specific publication that has been borrowed and the number of available books that are available to be borrowed.



How do I know how many seats my organisation has for a specific title?

When you click on the information icon on the title, it tells you how many titles are allowed and how many are remaining.

C. Account Management

10. I forgot my password, how do I access my account?

Click on the Forgot Password link on the sign-in screen.

11. How do I reset my password?

a. **Online:** click on Account Setting in the top right-hand corner then User Info.


b. **Desktop App:** click on the Menu then Account.


12. How do I update account details?

You can update account details by clicking on My Account


Online: Click on the “Account Setting” top right-hand corner and go into user info option. 

Desktop App: Click on “Account” at the bottom left-hand corner of the menu panel

iOS: click the button on the top left-hand corner of the screen, “My Account” 

Android: click the button on the top left-hand corner of the screen, “My Account” 

13. How do I manage my devices?

Online: When you are logged into your account online, click on Account Settings  in the top right-hand corner then Devices.

Desktop App: click the menu button, Account and the page will open in a web browser where you can manage your devices. You are unable to manage devices on the IOS mobile app.

14. How do I log into my EL?

Use your work domain email, and your specific password.

Note : Do not use your personal email as the system will not recognise the domain and will therefore not provide you with access.

15. Can I change the language Bookshelf is displayed in?

Online only: click the Account Setting and click the language.

D. Issues/Support

1. How do I download the Bookshelf Desktop app?

Please go to <https://support.vitalsource.com/hc/en-us/articles/201344733-Bookshelf-Download-Options> and download the bookshelf app appropriate to your device.

2. I am not able to download the bookshelf app.

If your organization does not allow installations on your computer, please contact your IT department to have the app downloaded to your device.

3. Why have I not received my Verification email?

You should receive and acknowledgement email from IATA once the EL for your organisation has been completed. Please check your spam/junk folder.

4. I cannot find X products in my library.

Online: select the Tools tab and Update Library

Desktop app: click on the Refresh button top right-hand corner

5. Why can't I see my titles borrowed in my library tab?

Please refresh your library. Borrowed titles could have been returned if the borrowing period has expired.

6. Why can't I see the titles that I have from code redemption?

EL : Please refresh your library. For access to EL you do not require a redeem code as it is simply linked with your email domain.

For Single User Licenses: if it has been over 7 years since you have redeemed your code, please access the titles in the bookshelf app. Online access is only available for 7 years.

7. How do I contact support?

IATA Customer Portal for customer Support: <https://portal.iata.org>

Technical Support: Bookshelf provides 24/7 technical support: <https://support.evantage.ca/hc/en-us>

Product, Renewal and Payment Support: If you require support with payment or your product, contact IATA support via portal: < <https://portal.iata.org> >

8. I see only old version of a publication, not the new one.

You must refresh your library or check for update in the info panel:

Online: select the Tools tab and Update Library

Desktop app: click on the Refresh button top right-hand corner

9. I cannot find X products in the explore tab.

Please contact IATA support via portal: < <https://portal.iata.org> >

10. Can I print/copy pages or content from a title?

Printing and copying are enabled but with strict limitations on the number of characters per publication. The intended use allows clients to obtain excerpts only of paragraphs or specific pages of a publication.

This is controlled and monitored by the Bookshelf platform. Excessive use of the copy-paste function contravenes IATA copyright and may require IATA to rescind access to the Enterprise Library.

Note : If you require a greater access via a hardcopy then please place an order for a printed copy if available through the IATA online store: <https://store.iata.org/>

11. How do I copy and paste the limited content from a publication?

Select /highlight the text you would like to copy. You will be prompted with a panel including the copy option. Select copy and then you can paste the copied text where you need it.

12. How do I configure my firewall for use with VitalSource/Bookshelf?

Firewalls work to block unauthorized access to computers. They can protect against other malicious activity on the Internet, such as hackers using "malware" malicious programs often disguised as legitimate software to get at your private data. Sometimes firewalls block sites that are not malicious. This article describes our recommendations for configuring a firewall for use with VitalSource/Bookshelf:

[Configuring Your Firewall For Use With VitalSource – VitalSource Support](#)

E. Toolbox/Resources

1. How do I access resources?

Resources are available in the Online Bookshelf using the paperclip icon.

2. How do I access toolbox files?

Toolbox /Resources are integrated into the e-publication, located after the notice page and can be accessed when you have opened your title.