

# IMO Bookshelf & Witherby Connect 2022

## User Guide

### Introduction

The new IMO Bookshelf/ Witherby Connect is a browser-based hybrid software, meaning that it runs in web browsers, yet behaves like desktop software and allows you to download purchased IMO & Witherby publications to use offline, when you don't have access to the Internet, such as when a vessel is out at sea.

This short guide is designed to provide step by step instructions to get you started.

Please read and follow this guide in the order in which it is provided to enable your smooth transition to the new IMO Bookshelf and Witherby Connect eBook solutions.

**Not following these instructions in the order in which they are set out here may lead to problems accessing your IMO eBooks.**

### System Requirements

Latest version of any one browser (Google Chrome, Microsoft Edge, Apple Safari) to be used. Certain browsers, such as Mozilla Firefox, **do not** support installation of the application, to be viewed in offline mode.

Windows, Mac, Linux or iPads and mid to top range Android tablets are also supported.

Any shore connection speed will be sufficient, tested at 0.5 Mbps (512 kbps). Lower speeds will still work, for the platform.

When eBooks are to be downloaded, we recommend this be done in port or when the connectivity is better.

### White-listing

For seamless use the following URLs need to be whitelisted by the vessel:

<http://imobookshelf.org>  
[www.witherbyconnect.com](http://www.witherbyconnect.com) &  
[www.witherbyconnect.com/imo](http://www.witherbyconnect.com/imo)

IPs to whitelist and ports to open are as follows:

**137.117.235.8**  
**104.215.157.88 &**  
**Port 443**

# 1. Accessing your account

## Step 1.1:

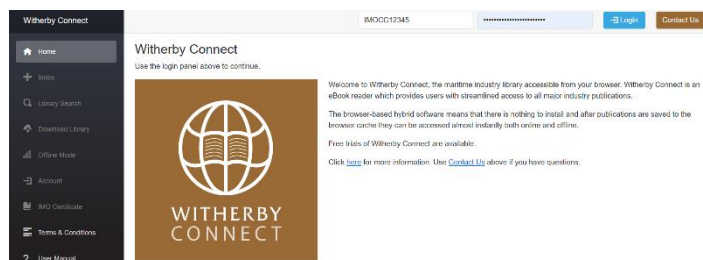
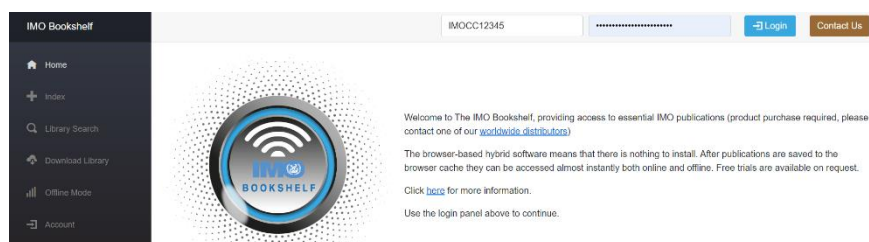
To access your eBook account, go to either of the following links:

<https://www.witherbyconnect.com/> (Both IMO & Witherby Publications) (*preferred link*)

<https://www.witherbyconnect.com/IMO/> (IMO Publications only)

## Step 1.2:

Enter your Username and Password where indicated at the top of the screen before clicking on the **login** button.



The username and password will be provided by the Voyager Worldwide Customer Service. This will be generated when you buy your first eBook in the new platform.

e.g. Username: IMOCC12345/ Password: READ-.....

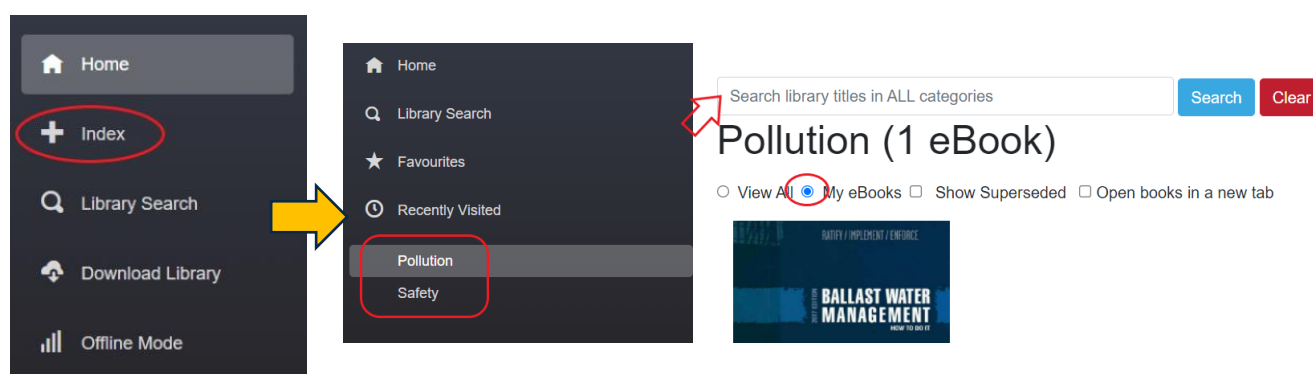
Note: this READ Code/ Password will be different from the previously used software solution READ Code.

This login information will be sent to the email address allocated to the account.

## 2. Accessing your eBooks

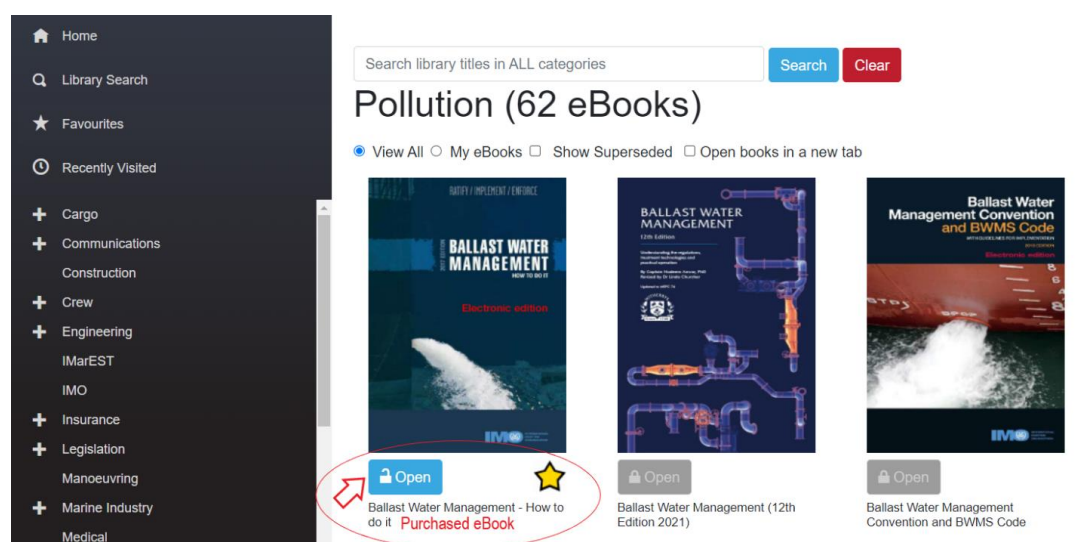
### Step 2.1:

Once logged in, select **Index** to view your eBooks.



### Step 2.2:

Select **"My eBooks"** to view the list of purchased eBooks. You can alternatively search the title under the search bar or view the eBook under the relevant category on your left.



### Step 2.3:

Select **"Open"** to view the eBook content.

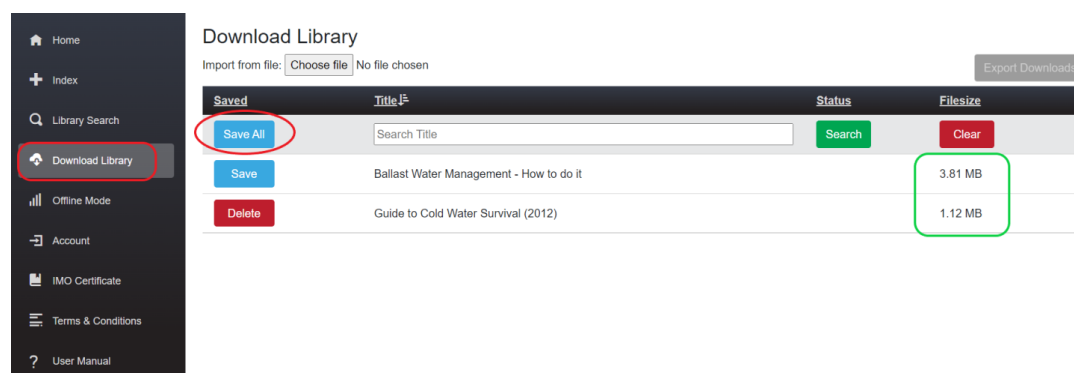
Use the **Library Search** to search for your chosen term or phrase across your multiple purchased books.

## 3. Using Offline Mode

To view your purchased eBooks offline, you must first download the eBook content and browser application locally. The eBooks are saved on the browser's "cookies and site data".

### Step 3.1:

To save download and save your eBook content Select **Download Library**.



### Step 3.2:

Select "**Save All**" or "**Save**" to download eBook content you wish to view offline.

When downloading from this section, the eBook will be saved in its entirety. Therefore, we would advise you to wait until you have enough time during port stay and a strong Internet connection before using it. We recommend downloading initial content when in port, connected to terrestrial internet.

eBook file sizes vary from 250KB up to 20MB+ with an average of 5MB per title.

The system will tell you how large an eBook is so that you can decide whether to proceed.

### Step 3.3

To view eBooks offline, select **Offline Mode**.

This should open another browser tab with the following address

<https://www.witherbyconnect.com/offline/>

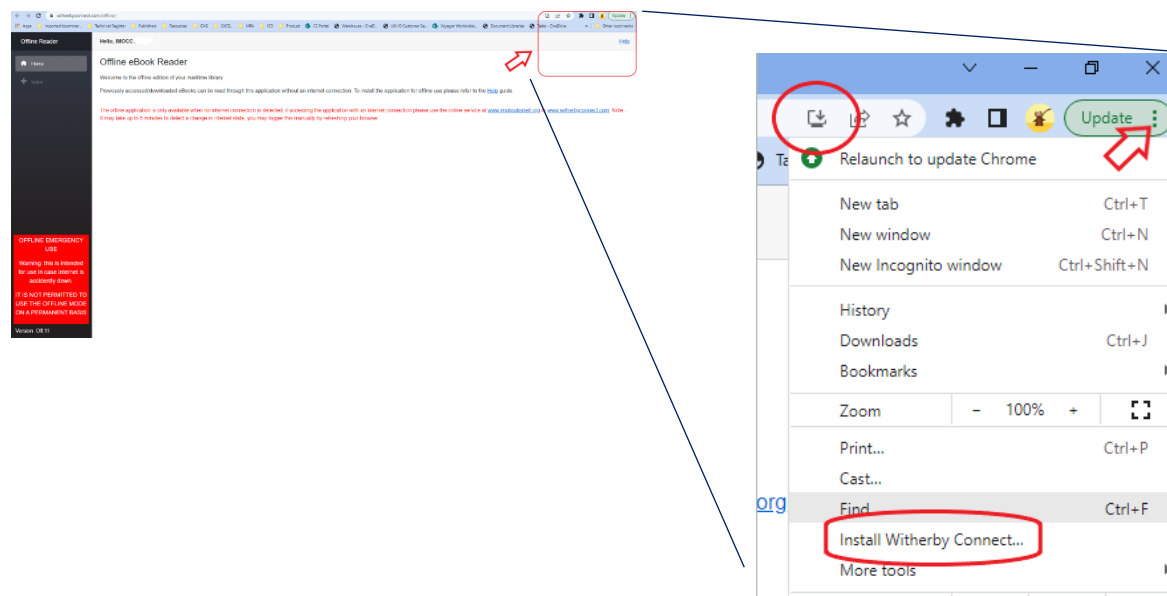
Please note that it may take around 10 to 20 seconds before the installation button appears as necessary files are downloaded.

Safari on Mac does not allow creating an application shortcut but it works offline from

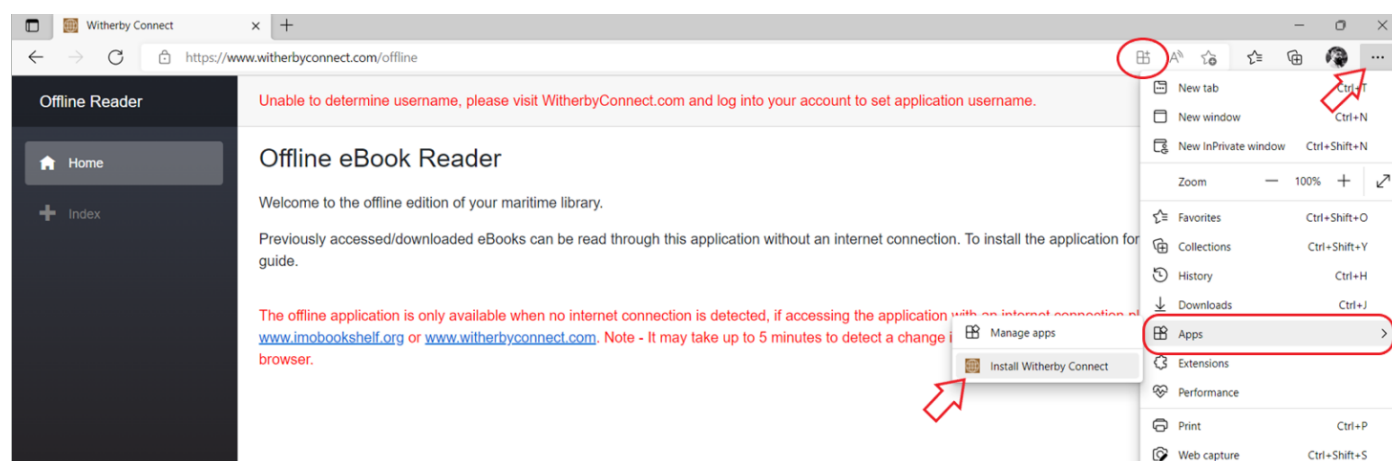
[www.witherbyconnect.com/offline](https://www.witherbyconnect.com/offline)

### Step 3.4:

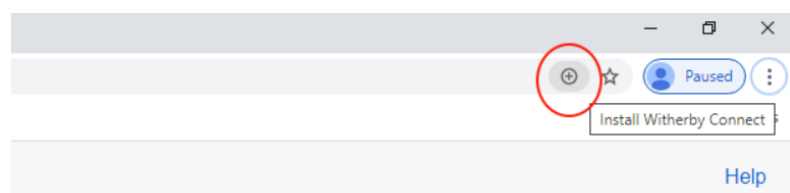
If you are using the latest version of Chrome, a download icon can be seen on the right side of address bar. Alternatively, you can also select the three dots and select “Install Witherby Connect”.



If you are using latest version of Microsoft Edge, you can either use “Manage Apps” icon. Alternatively, you can also select the three dots and select “Install Witherby Connect” under Apps.

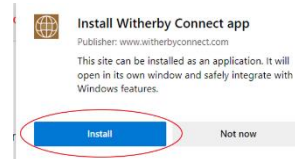


Depending on your browser a “+” icon could also be found.



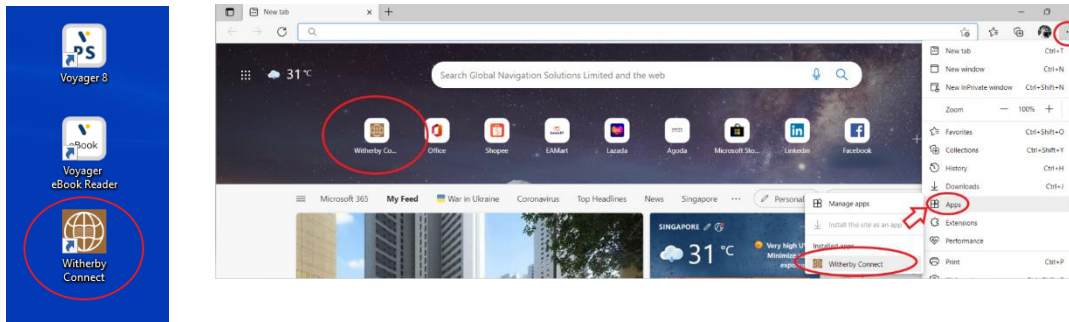
### Step 3.5:

Install Witherby Connect when prompted by following on screen instructions.



### Step 3.6:

Open the desktop icon “Witherby Connect” to view the eBooks you have downloaded.



User will be able to view both IMO and Witherby under the same application and under single user account.

It should be noted that you must install the application with the same browser that was used to save your books or they may not be available within the offline application.

The offline application is only available when no internet connection is detected, the computer must be disconnected from the network to view downloaded content.



#### Step 4.4:

Complete and returns the filled migration form/spreadsheet back to our Customer Service with all relevant information. It is vital to provide all READ Codes vessel has used in the past to unlock both IMO and Witherby Publications, to migrate the entire purchased eBook library to the new platform.

This would mean READ codes provided/ used from other distributors than VWW.

#### Step 4.5:

Voyager Worldwide Customer Service will evaluate/ check form has been correctly completed and if yes, will communicate this to IMO Publishing.

#### Step 4.6:

IMO Publishing will log the request details and forward to Witherby for migration.

#### Step 4.7:

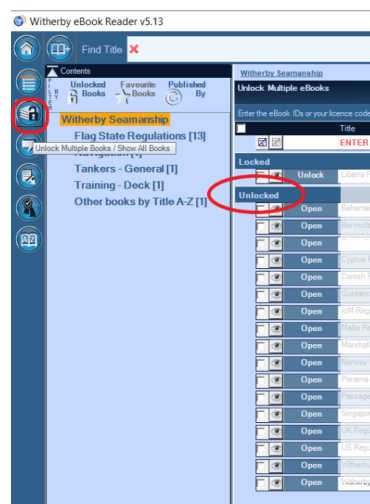
Witherby will contact customer using the email provided in migration form. In some occasions, end user might be contacted by our customer service.

#### Step 4.8:

Login to the browser-based solution and confirm to Witherby/ Voyager Worldwide Customer Service that you have access to all eBooks on the new IMO Bookshelf/ Witherby Connect platform.

In case, vessel do not see previously purchased eBooks under the new platform, but has unlocked the same, they are urged to send a screenshot of all the eBooks unlocked onboard the eReader software.

Unlock Multiple Books >> Unlocked



#### Step 4.9:

Witherby will ask the customers/ end users to run the migration program in the Windows e-Reader software.

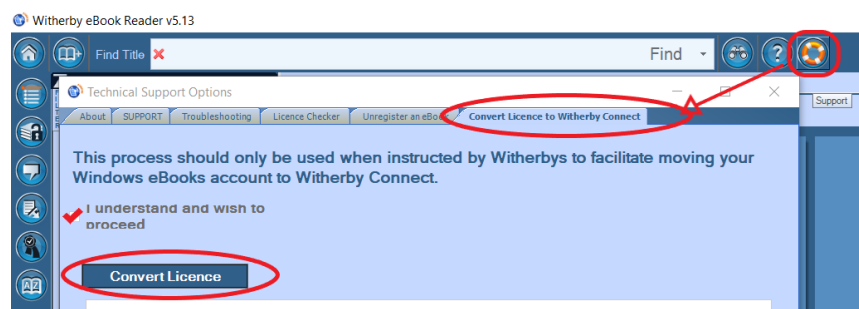
#### Step 4.10:

Run the migration tool on the software.



#### Step 4.11:

Open eReader software >> Support >> Convert licence to Witherby Connect, click “I understand and wish to proceed” and select Convert Licence.



#### Step 4.12:

A log file/ confirmation script generated should be emailed to Witherbys/ Voyager Worldwide Customer Service within 5 working days.

#### Step 4.13:

Witherby will confirm successful migration to the new browser-based solution. If an error has been encountered during the migration or if the confirmation script is incorrect, user will be notified of further action to complete the migration.

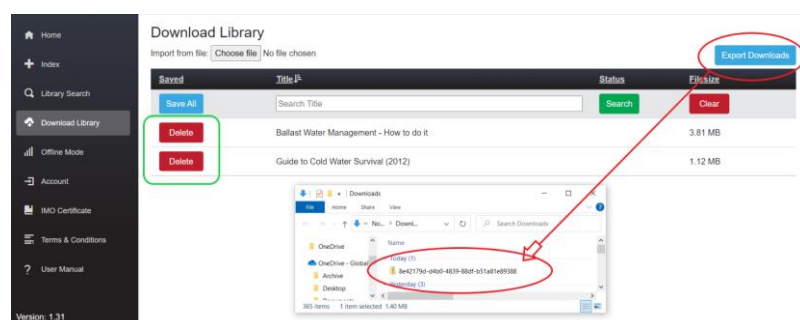
**IMPORTANT! Customers must never uninstall their Windows-based IMO Bookshelf e-reader before being requested to do so by Witherbys!**

## 5. Transferring eBook content to another device

Once “all” eBook content has been downloaded onto a system using Steps 3.1 and 3.2 in the **3. Using Offline** Mode section. You now can export this downloaded data to other PC/ Laptops onboard, without having to download the content again, saving both data and cost.

### Step 5.1:

Select “**Export Download**” under **Download Library**. This should export a zip folder containing various “.dat” files.



The export download option will only be available after all the eBooks have been downloaded on the browser.

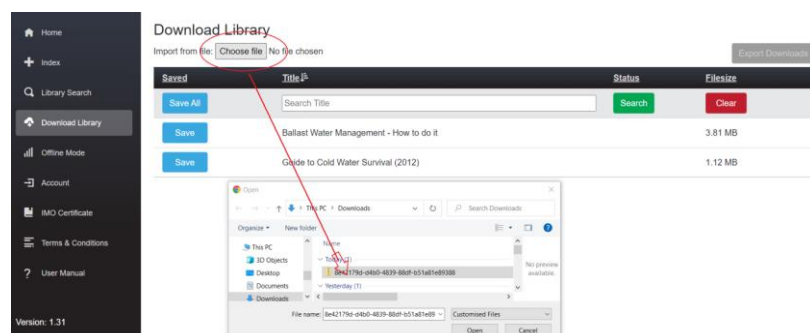
You can either transfer this data file to another PC/ laptop or save as a backup.

### Step 5.2:

Login to the system to which you wish to transfer the eBook content, using step 1.1 and 1.2 in the **1. Accessing your** account section, and select **Download Library**.

### Step 5.3:


Select “**Choose file**” to import the zip folder onto the new system.



## 6. Back Up & Compliance

See the IMO Certificate for IMO publications.

If you are using this solution on board a ship that is preparing for inspection, we recommend that you take the following steps in advance to demonstrate compliance with Flag State requirements for backup access to the publications:

- Log in and install the Offline eBook Reader Application as described above.
- In the Download Library tab, make sure that all titles are saved and up to date (all the buttons should read: )

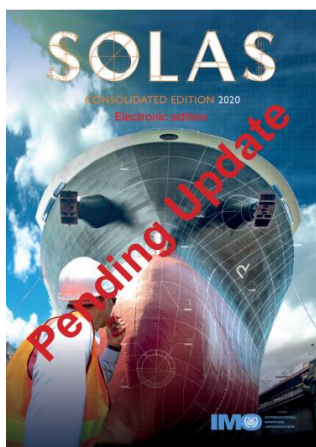
You can open the Offline eBook Reader Application to demonstrate that (provided that the titles have been saved), should your Internet access fail, you will still be able to access the library. The computer must be disconnected from the network for this demo.

During the inspection, you can log in and out of the IMO Bookshelf on several computers to show the inspector that access can be transferred from one to the other should the main computers experience hardware failure.

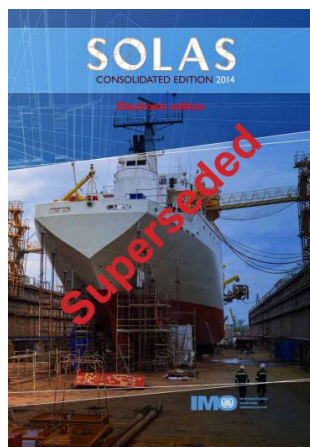
Repeat these steps on all computers used to access the library on board as saving them on one computer does not save them on the other computers.

**The IMO certificate is available only in online mode.**

As soon as an errata or supplement is published, the eBook is updated on the server for everyone use.



Obsolete eBook and eBooks that are Superseded by another eBook are kept on the server for 15 months then removed. They are clearly indicated



## 7. FAQ

The following Questions and Answers have been designed to answer questions you or our customers may have about the new platform. If your question is not answered here, please contact Voyager Worldwide customer service and we will be happy to help.

**Can only one person access at a time?**

One license purchase provides access for one concurrent user. This means that as soon as one user logs in, other users trying to access the same account will be refused access. Therefore, where the account is being shared it's important to logout rather than close the browser.

**Is there an expiration on my eBook account?**

The accounts do not expire so you will have access for as long as you want/need it. However, please note that unless otherwise advised, superseded Editions will be removed after 15 months.

**Can I download eBooks to my PC?**

The eBooks is saved on the browser's "cookies and site data". All content once downloaded can be exported to a secure location or to another PC in encrypted format.

**Is the licence fixed to a computer?**

No. There is no limit to the number of devices on which you can access your account. This also makes it easy to save the eBooks for emergency offline use.

**As this is a new web-based platform, that operates basically online, does this mean that the vessel needs to have internet connection to view the e-books?**

This is a browser-based solution, that, under the right set up, can be used offline too. Initially, yes, vessels will need to be online to browse content but they also have the option to download the content (via the same browser) and view it without internet connect.

**Is there an admin panel where I can manage all my company logins?**

Yes. An **Admin** panel is available to help you manage multiple logins and see usage reports. Please contact us if you would like to be set up as an Admin.

**Can I share content that I download across a network?**

No. As this is a browser-based solution, it does not run across a network. Content will need to be downloaded separately onto each device on which you wish to use the IMO Bookshelf/ Witherby Connect.

If the internet connection is lost, will it be possible for the e-books to be accessed from vessel?

We would recommend users to download the content when possible and save it locally. This way the eBook can be opened instantaneously every time it is needed without data cost and will be able to view it offline without internet.

The e-books are stored in web browser's cache. If, for some reason, the cache is deleted, would you lose the downloaded e-books?

Content is saved under cookies. But you are right, deleting browser data can remove the content from being locally saved. However, they can download any number of times on the same PC or another PC which has internet. They can also save the downloaded data to a USB if they wish for further security, so that, in case their browser data is deleted they can import from the saved USB. But they will require the minimal data/ internet to login first.

Is it true that you can only download to cache the eBooks that you subscribe to? You cannot download all publications and get licenses online as you go if you have slow internet.

Yes, you can download and save only the publications you have purchased.

Are there any limits to the size of publications that Edge or Chrome can download and access offline?

We are not aware of any such limits.

What happens if I forget to logout?

If you close the browser without logging out, the next user will not be able to login until 3 minutes later. If you keep the browser tab open but without using it, the account will be disconnected after 30 minutes.

Can everyone see my notes?

All users who share the account with you will be able to see the Annotations and Comments you've added to the books. You can also see theirs and comment on them. For this reason, if not using **Aliases** to create user-specific logins, we would recommend adding your initials to your comments to identify them.

What is the size of the offline app?

The app used for offline viewing is approx. 60MB, in addition space will be required to store the downloaded content. On average each eBook is 5MB.

Is there an annual fee for this browser-based solution?

The IMO Bookshelf/ Witherby Connect browser-based tool is completely free. The eBooks that the solution provides access to are one-off purchase. There is no additional fee to maintain access to the books once you have purchased them. eBooks only need to be re-purchased when a New Edition is published to maintain compliance in the same way as paper books.

The time between New Editions varies widely depending on the content from 12 months to 10+ years.

How does pricing of eBooks work?

IMO and Witherby eBooks are the same price as their paper counterparts.

Can I view my IMO & Witherby publications under the same login credentials?

Yes. As long as all the READ Codes are provided in the migration form, all eBooks can be viewed under one user account after migration.

## Support

How do I get Technical Support?

You can click on the support button in the top right corner of the IMO Bookshelf, which provides a **Knowledgebase** of useful information.

Should your query not be resolved, you can contact us at [customerservices@voyagerww.com](mailto:customerservices@voyagerww.com)

Voyager Worldwide is working closely with IMO and Witherby through the account linking process, further updates to follow, if required.

**Germany**

Hamburg

T: +49 40 374 811 00

**Greece**

Athens

T: +30 216 400 5000

**Japan**

Kobe

T: +81 78 332 3422

Yokohama

T: +81 45 650 1380

**Hong Kong**

T: +852 2854 3688

**Turkey**

Istanbul

T: +90 216 493 7401

**Singapore**

T: +65 6270 4060

**UK**

Aberdeen

T: +44 1224 595 045

North Shields

T: +44 191 257 2217

**USA**

California

T: +1 562 590 8744