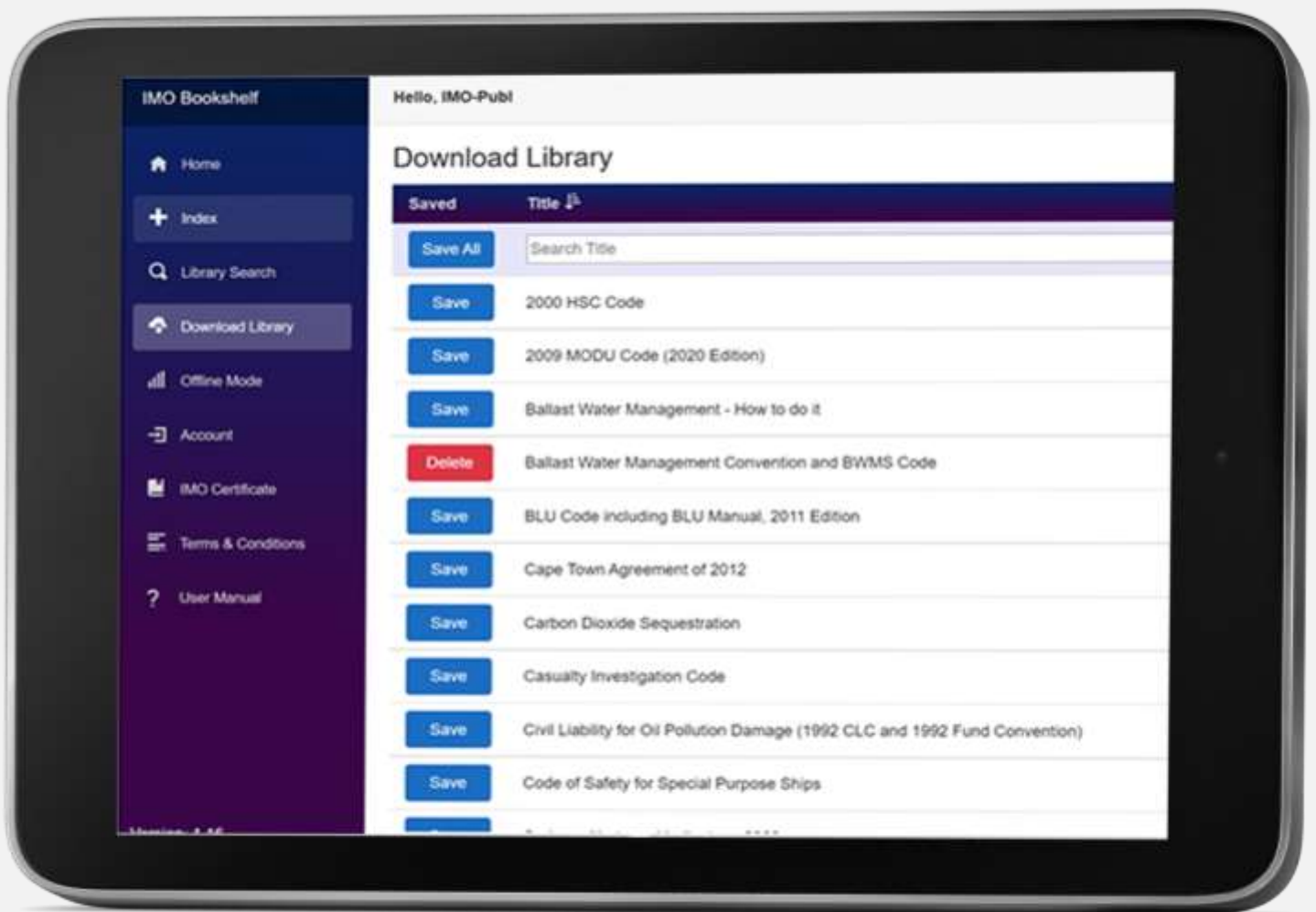


# Customer Information

## IMO Bookshelf 2022

01 May 2022



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# 1. IMO Bookshelf Overview

The new IMO Bookshelf 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 publications to use offline when you don't have access to the Internet, such as when a vessel is out at sea.




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IMO Bookshelf provides a new user friendly way to access IMO eBooks

Users will need to download the eBook reader and any new content via the Internet. There will not be any DVD or USB distribution. Once downloaded publications will be stored locally on the user's computer so they can be accessed in offline mode when the vessel is not connected to the internet.

Customers will not need to repurchase IMO publications that have already been bought for the windows-based solution. The previous titles can be migrated to the new platform at a convenient time after May 1st and until June 2023.

**However, customers will need to be using IMO Bookshelf version 5.13 which includes the uninstall program.**

## Timing

The new IMO Bookshelf solution will be available from Sunday 1 May 2022.

Any new digital IMO publications bought from this date onwards will only be available in the new IMO bookshelf browser-based service.

Vessels with current ebook holdings in the old Bookshelf desktop application will still be able to view and read these books until June 2023.

## 2. Key Features

The new IMO Bookshelf has been designed to provide a robust enhanced access to important IMO eBooks. It offers the following features and benefits to users.

### **No Installation is required**

The new IMO Bookshelf is a browser-based hybrid software, meaning that it runs in web browsers, yet behaves like desktop software, so there is no need to download or install anything.

### **Works on low Connection Speeds**

Ships with download speeds as low as 0.3 Mbps can access the new IMO Bookshelf while at sea.

### **Access on multiple PCs/devices**

The new IMO Bookshelf is not limited to one device and can be accessed on any computer or tablet that can access the internet. Multiple licenses are required for multiple concurrent users.

### **Use online and offline**

The new IMO Bookshelf provides flexible access. Our digital titles can be viewed while connected to the internet and are downloaded to the browser's cache for access offline, making it suitable for use even when you do not have a reliable internet connection.

### **Cyber secure**

Complies with MSC-FAL.1/Circ 3 Cyber Security Risk Management Policy

### 3. Migrating to the New IMO Bookshelf

The following section explains the process for migrating from the old Windows-based IMO Bookshelf to the new browser-based version.

The pre-requisites for migrating old IMO eBook purchases to the new platform are:

- The current version of the windows-based software is version 5.13 (this includes the uninstall program)
- Creation of the vessel account for the new eBook platform, this is obtained with any purchase.
- Either a completed MS Word-based migration form for single vessel migrations or for fleet wide migrations the excel based template. NB, to ensure a seamless and quick migration, it's important to accurately capture all the required details requested in the form

Voyager Worldwide Customer Service team will assist you with the migration process and in particular the Migration Form.

The Migration Forms are to be sent to [sales@imo.org](mailto:sales@imo.org) to be processed.

Vessels will be provided with access to the previously purchased titles on the new IMO eBook platform. Only after the vessel confirms they can access the old content will the old windows eBook platform be deactivated to ensure ongoing access to safety and compliance content.

De-activation of the old Windows-based eBook reader will require the vessel to run an uninstallation process on their onboard computer, or two computers if the vessel has activated both the main and back up licence.

The uninstallation process will generate a certificate that the vessel must send to the IMO's agent, Witherby, within 5 days. Failure to do so will mean the migrated products will be unavailable to the end user.

Migration of the old titles can be done at the convenience of the vessels, the old Windows-based platform will be supported until June 2023.

However, until the migration is complete, vessel users will need to access their old and new purchases respectively on the windows eBook reader and the new eBook platform.

The migrations will be handled by IMO and Witherby on a first come first served basis and may take several days depending on demand.

Migration times maybe extended for vessels due to technical reasons, the most common being the uninstallation process of the Windows-based platform and/or the web links for the new platform not being white listed.

## 4. Accessing IMO Bookshelf Content

This section provides information on how to access eBooks via the new IMO Bookshelf.

### Getting started

The new IMO Bookshelf solution browser-based hybrid software, meaning that it runs in web browsers, yet behaves like desktop software. Users access the new IMO Bookshelf using the following URL (or web address):

<http://imobookshelf.org>

IMO bookshelf works with all current browsers including:

- Edge
- Safari
- Chrome
- Firefox

Please note Internet Explorer is not supported. Microsoft is retiring Internet Explorer in June 2022.

### How to Login

To get access to IMO Bookshelf, users simply enter their Username and Password when prompted on the login page.

The Username and Password is generated at purchase and will be sent to the vessel by email.

It will be possible to create additional user names and passwords if required, for example to enable book annotations to be attributed to a specific person.

### Accessing eBook content

Once logged in, all content that has been purchased is automatically accessible to the user. It is not necessary to enter individual product codes to unlock books. Everything is controlled centrally in the IMO's system.

There are a number of options for accessing the content within the Bookshelf as follows:

#### Index

The **Index** section shows the user the purchased titles in their index. **Search** by name to retrieve purchased titles.

## Download Library

When at sea the eBook platform can be used in offline mode, by downloading the required titles. IMO Bookshelf downloads and stores eBook content in the cache of the browser. The titles that have been downloaded from your **Index** are shown in the **Download Library**.

## Offline mode

**Offline mode** is intended for emergency use when the internet is unavailable. **Offline mode** only works when internet connection is not detected. In offline mode downloaded eBooks can be access using the offline reader using this address:

[imobookshelf.org/offline/](http://imobookshelf.org/offline/)

## Account management

IMO Bookshelf lets you create additional user logins which the IMO calls **Aliases**. You may find this feature beneficial if eBook content is accessed by several crew members and/or would like to change user logins with crew change overs. This feature also allows annotations and other notes that may be added to eBooks to be referenced to a specific user.

## IMO Certificate

**IMO Certificate** provides documentary evidence of the titles unlocked for the computer for use during vessel audits and inspections.

## User Manual

The **User Manual** provides basic details and guidance to support troubleshooting.

## 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)



## 5. Frequently Asked Questions

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

### **Migration from the old Windows based service**

**Can I move my Windows IMO eBook licences to the new IMO Bookshelf?**

Yes. If you were previously using the Windows version of the IMO Bookshelf, you can migrate to the browser version of the IMO Bookshelf. We can only migrate titles that are current editions and are not discontinued or superseded. Please get in touch if you would like to arrange this.

**Why do I need to have IMO Bookshelf V5.13 installed to migrate?**

V5.13 incorporates the Install process needed to enable the switch. This was not present in earlier versions of Bookshelf.

**I don't have IMO Bookshelf V5.13 installed so what do I do?**

You will have to upgrade to IMO Bookshelf V5.13 first before we can begin your migration.

**How long will the migration process take?**

Migrations will be handled on a first come first served basis. The number of titles to be migrated does not impact migration times.

What will delay the migration process is incorrect Read code data or technical issues during the uninstallation process.

It's important to:

- Validate the accuracy of data in the Migration Form before submitting
- Check you have V5.13 of the old Windows IMO Bookshelf software which contains the uninstall program that is required for successful migration
- Check you have whitelisted the links to IMO bookshelf as listed above in the Accessing IMO Bookshelf section

### **Getting started**

**How do I get a username and password?**

Your username and password will be generated when you buy your first eBook in the new platform. This login information will be sent to the email address allocated to the account.

### How big are the eBook files I will have to download?

File sizes vary from 250KB up to 20MB+. We recommend downloading initial content when in port connected to terrestrial internet.

### Will I be warned about large file sizes?

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

## Access and licensing

### Can only one person access at time?

One licence 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 account?

The IMO Bookshelf 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 can be saved to the cache of the browser, but for reasons of cybersecurity and IP protection, the files themselves cannot be downloaded to another location on the computer.

### 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.

### 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 IMO Bookshelf.

## Day to day usage

### 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 IMO Bookshelf 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.

## Working in Offline mode

### 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.

## Pricing

Is there an annual fee for IMO Bookshelf?

The IMO Bookshelf browser-based tool itself is free. The IMO eBooks that the Bookshelf provides access to are one-off purchases. 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 Bookshelf eBooks are the same price as their paper counterparts.

## 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 either raise a ticket direct with the IMO support team or contact us at [customerservices@voyagerww.com](mailto:customerservices@voyagerww.com)

## 6. Other Useful Information

IMO have provided access to various how to guides and user documents and tutorial videos, which can be found on the following link, the same are also available in the Voyager Worldwide website at [voyagerww.com/support](https://voyagerww.com/support):

<https://imo.org/en/publications/Pages/Bookshelf1.aspx>

**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

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