# MHE E-READER: FREQUENTLY ASKED QUESTIONS

## ACCESSING THE READERS

<table>
<thead>
<tr>
<th>FAQ</th>
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<tbody>
<tr>
<td>Can I bookmark the web Reader?</td>
<td>You can use your web browser to bookmark the log-in URL provided by ATD. You <strong>cannot</strong> bookmark individual pages within the titles using your web browser, but you can use the Placemark feature within the Reader to mark a page.</td>
</tr>
<tr>
<td>How do I log in to the web Reader or the mobile app?</td>
<td>To navigate to the Learning System from your web browser, simple enter <a href="http://reader.td.org/aptd">reader.td.org/aptd</a> for the APTD edition and <a href="http://reader.td.org/cplp">reader.td.org/cplp</a> for the CPLP edition. Use your td.org username and password to log in for both web and mobile devices.</td>
</tr>
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</table>
| What OS and browsers are supported on web? | Both Windows and Mac OS are supported. The following browsers are supported:  
  • Chrome 30+  
  • IE 11  
  • Safari 8+  
  • Firefox 31+ |
| How do I download the mobile app?        | The ATD Reader mobile app is available in the Google Play and Apple AppStore. Search for ATD Reader and download the app to your device. |
| What devices can I use with the mobile app? | The mobile app is available on iOS and Android. You can use your phone or tablet. |
| My title has become non-responsive in my web browser. What should I do? | Navigate to the log-in page for reader.td.org/aptd or cplp and reenter your username and password. If this does not work, try logging into your td.org account, go to: [https://www.td.org/my-account](https://www.td.org/my-account) and click on the CPLP or APTD Learning System link on the left side of your screen. |
| My title became non-responsive in my web browser, so I hit refresh. I got an error message. What should I do? | Use the same instructions as above if your reader becomes non-responsive. Try clearing your browser cache before logging back into the system if you continue to experience issues. |
# USING THE WEB READER

<table>
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| How do I navigate within the Table of Contents (TOC)? | • In the header, click the TOC icon at any time to access the TOC  
  • Click individual chapters within the TOC to expand the chapter and view a list of sections within each chapter  
  • Tap an individual section to navigate directly to that portion of the title |
| How do I read from page to page?                  | • In the page header, click the left and right arrows to scroll through pages                                                       |
| How do I search within the Reader?               | • From within a chapter or section, click the magnifying glass icon in the upper right-hand corner of the header  
  • Type a search query or keywords  
  • Results will populate as you are typing  
  • Portions of the title containing those keywords will be listed to select from |
| What are glossary terms and how do I view them?   | • Users can access glossary terms by clicking on designated words  
  • Glossary terms are highlighted in orange text and underlined  
  • Click anywhere on the screen to minimize the Glossary definition  
  • You can review all the glossary terms in the title in the Master Glossary, which is available from the ToC |
| How do I add and review highlights?              | To add a highlight:  
  • Select a portion of text that you wish to highlight  
  • Select from one of four colors available to highlight  
  • Alternatively, click 'Add Highlight' from the menu  
  • To remove a highlight, click 'Remove Highlight' or click on the White highlight box  
  To review highlights: |
| How do I add and review notes? | To add a note:  
• Select a portion of text that you wish to add a note to  
• Select 'Add Note' from the menu  
• Type your note  
• When complete, click outside of the menu box to save  

To review notes:  
• Click the TOC icon in the upper left-hand corner of the header  
• Tap the 'Notes' icon  

• Notes are organized by Chapter  
• The date of the note is also listed |
|---|---|
| How do I add and review placemarks? | To add a placemark:  
• Select a portion of text that you wish to add a placemark to  
• Select 'Add Placemark' from the menu  
• Placemark will be indicated with underlined text  
• Click 'Remove Placemark' to remove the placemark selection  

To review placemarks:  
• Click the TOC icon in the upper left-hand corner of the header  
• Tap the 'Placemark' icon  

• Placemarks are organized by Chapter  
• The date of the placemark is also listed |
| How do I export my notes and highlights? | • Click the TOC icon in the upper left-hand corner of the header  
• Select either the Notes or Highlights icon  
• Click 'Export'  

• Your notes or highlights will automatically download |
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<td>When you log back into the title, you may be asked if you want to go to your last known location. This is a convenience to bring you back to where you left off.</td>
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| How can I make an image smaller/larger?                                | • Click the image  
    • Click the magnifying glass icon to zoom in/out  
    • Click the arrow icon to see the full image |
| How do I use text-to-speech?                                           | • Select the text that you want to read.  
    • Click 'Read Selected'  
    • Alternatively, you can click the speaker icon in the upper-right-hand corner to read the entire page  
    • Note that text-to-speech does not work for text in images or assessment questions |
| How do I answer the multiple choice questions?                         | • Click the answer to verify if it is correct or incorrect  
    • Click 'Expand All' to see response-level explanations  
    • Click 'Collapse All' to hide response-level explanations |
| How do I enter my study plan and notes in the Study Guide for Groups?  | • Click the text box to enter a response  
    • Type your response  
    • Click 'Done' when complete |
<p>| How do I get updates to the content?                                   | The web reader always shows the most up-to-date version of the content. |
| I’ve received a notification that a newer version of my book is available. What do I do? | Click OK on the notification and update your book. Redownload the chapters you’ve previously downloaded for your highlights and notes to migrate to the updated book. |
| Can I read offline?                                                    | You need internet connectivity to read your title in your web browser. However, you can read your title offline on the mobile/tablet app after downloading the chapters to your device. |</p>
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  • Tap individual chapters within the TOC to access a list of sections within each chapter  
  • Tap the section to navigate to that portion of the title |
| How do I read from page to page?                                     | • Navigate through a section by scrolling down  
  • When you reach the end of a section, continue scrolling to begin the following section  
  • Use the slider at the bottom of the screen to skip directly to other chapters |
| How do I search within the Reader?                                  | • From within a chapter or section, tap the Magnifying Glass icon in the upper right-hand corner of your device  
  • Type a search query or keywords  
  • Tap 'Search'  
  • Portions of the title containing those keywords will be listed to select from |
| The content is not fitting on my screen. What should I do?           | • Hold your device so that you are reading in landscape view (so that the text runs across the longest portion of your screen). |
| What are glossary terms and how do I view them?                     | • Users can access Glossary definitions by tapping on designated words  
  • Glossary terms are highlighted in orange text and underlined  
  • You can review all the glossary terms in the title in the Master Glossary, available from the ToC |
| How do I add and review highlights?                                 | To add a highlight:  
  • Tap and select a section of text that you wish to highlight  
  • Select from one of four colors available to highlight  
  To review highlights:  
  • Tap to navigate back to the TOC |
| How do I add and review notes? | To add a note:  
|-------------------------------|---------------------------------------------------|
|                               | • Tap and select a section of text that you wish to add a note to  
|                               | • Tap the 'Notes' icon  
|                               | • Type your note  
|                               | To review notes:  
|                               | • Tap to navigate back to the TOC  
|                               | • Tap the 'Notes' icon  
|                               | • Notes are organized by Chapter, and date of the note is also listed  
| How do I add and review placemarks? | To add a placemark:  
|-------------------------------|---------------------------------------------------|
|                               | • Tap and select a section of text that you wish to add a placemark to  
|                               | • Tap the 'Placemarks' icon  
|                               | • Placemark will be indicated with underlined text  
|                               | To review placemarks:  
|                               | • Tap to navigate back to the TOC  
|                               | • Tap the 'Placemarks' icon  
|                               | • Placemarks are organized by Chapter, and date of the placemark is also listed  
|                               | To remove placemarks:  
|                               | • Tap the placemarked section  
|                               | • Tap the 'Placemarks' icon  
| How do I export/share my notes and placemarks? | • Tap to navigate to the TOC  
|                               | • Select either Notes or Placemarks icon  
|                               | • Select the Export icon in the upper right-hand portion of the screen  
|                               | • Select export location  
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<td>How do I enter my study plan and notes in the Study Guide for Groups?</td>
<td>• Tap the text box to enter a response&lt;br&gt;• Type your response&lt;br&gt;• You can tap 'Done' when complete to keep track of what work you have remaining.</td>
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<td>How do I download chapters to my mobile device?</td>
<td>Open your ATD Reader app and select the TOC icon in the upper left-hand corner of your screen. A button should appear that says DOWNLOAD ALL. Click on the button to download all chapters to your device.</td>
</tr>
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<td>Why do I need to download the content to my device?</td>
<td>Downloading chapters to the device enables you to access the content whenever you need it, even when you are not connected to the internet.</td>
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<td>How do I get updates to the content?</td>
<td>If updates are made to your title, you will receive a notification in the app with the option to download the latest version.</td>
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<td>Can I read offline?</td>
<td>You can read your title offline on the mobile/tablet app after downloading the chapters to your device.</td>
</tr>
<tr>
<td>Is the content stored on my phone? Can I read without downloading it?</td>
<td>Once a user downloads a chapter or book, it is stored locally on their phone or tablet. This means they can read, take notes, add highlights and enter text into widgets when &quot;on the go&quot; even if offline.</td>
</tr>
<tr>
<td>How can I look up a definition?</td>
<td>• Tap and select a word that you wish to define&lt;br&gt;• Tap 'Define'</td>
</tr>
<tr>
<td>How do I use text-to-speech?</td>
<td>• Tap and select a section of text&lt;br&gt;• Tap the microphone icon to have the text read to you</td>
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