

## **PressReader FAQs**

### **1. What is PressReader?**

PressReader is an international digital newsstand that lets you read over 7,000 of the world's leading newspapers and magazines from more than 100 countries. These include international newspapers such as The Washington Post, The Guardian, Bloomberg Businessweek (Asia), and local publications such as Female, Women's Weekly, Singapore Tatler. Publications are presented as full digital replicas and offer advanced digital features such as keyword searching, translation, audio functionality and much more.

### **2. How do I get complimentary access to PressReader?**

There are many ways to get complimentary access to the publications in PressReader. If you are reading from your mobile device, the best way is through the NLB Mobile app. If you are reading from your computer or laptop, use your Internet browser. If you want to read local newspapers too, you have to access PressReader at our libraries.

Here are the details of each access mode:

1. NLB Mobile app
  - a. Tap the "eNewspapers & eMagazines" icon on your NLB Mobile app. You will be prompted to download the PressReader app if you don't have it. When you launch the PressReader app through NLB Mobile, you can get one hour of complimentary access to the publications. When the hour is up, you can re-launch PressReader from NLB Mobile to get complimentary access again.
2. Internet browser
  - a. Go to NLB's eResources [webpage on PressReader](#). Sign in with your myLibrary ID, and click on "PressReader" to gain complimentary access to the publications.
3. NLB libraries
  - a. Connect your device to the Wireless@SGx network at our libraries, and open either [www.pressreader.com](http://www.pressreader.com) in your browser or the PressReader app. You will have complimentary access to PressReader's publications for three days, even after you leave the library. However, do note that access to *The Straits Times*, *The Business Times* and *Lianhe Zaobao* are only available while you are connected to the Wireless@SGx network at any library.
  - b. You can also use the eNewspaper<sup>i</sup> or multimedia stations at our libraries.

### **3. Can I read local newspapers published by Singapore Press Holdings (SPH) such as *The Straits Times*, *Business Times* and *Lianhe Zaobao* on PressReader?**

Yes, you can. But it is important to note that you are only able to read SPH newspapers onsite at NLB's libraries via:

- The libraries' computers
  - (a) eNewspaper<sup>i</sup> Stations (using PressReader Windows app)
  - (b) Multimedia stations
- Your device, only while it is connected to NLB's Wireless@SGx networks
  - (a) PressReader app (Android, iOS and Windows)

- (b) NLB Mobile app via the eNewspapers & eMagazines icon

You can download SPH newspapers to your personal device and continue to read the downloaded content even when you are away from the library premises. You can download as many SPH newspapers as you want when you are at the libraries just as long as your device has enough storage for the downloaded content!

SPH newspapers are not available outside of NLB library premises in Singapore due to the geographic restriction set by the publisher.

#### **4. When I open the PressReader app, I see a box that says 'Sponsored Access'. What does "Sponsored Access" mean?**

You will be granted NLB's PressReader 'Sponsored Access' if you connect your device to Wireless@SGx at the libraries via the PressReader app or online at PressReader.com. You will also be granted this when you tap on the 'eNewspapers & eMagazines' icon in the NLB Mobile app.

With 'Sponsored Access' activated, you will be able to access and download PressReader content for an extended period even after leaving the library premises. You can continue to read the content that you have downloaded on the mobile app until you decide to delete the files.

#### **5. How do I get 'Sponsored Access'?**

Here are the steps:

**Step One:** Head to any of NLB's libraries.

**Step Two:** When you are there, connect to the library's Wireless@SGx network.

**Step Three:** Install the latest version of the PressReader mobile app via Google Play or Apple App Store.



**Step Four:** Launch the PressReader app. Enable PressReader HotSpots under More > Settings > HotSpots

#### **6. How do I access PressReader via the NLB Mobile app?**

Here are the steps:

**Step One:** Install the latest version of the NLB Mobile app via Google Play or Apple App Store.

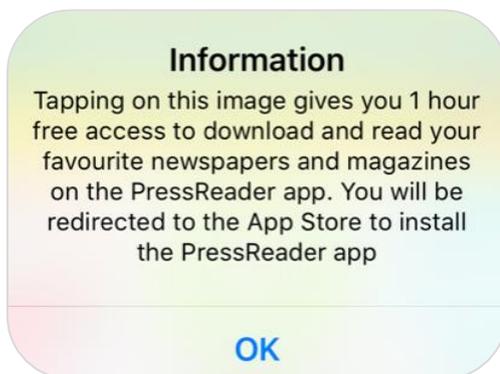


**Step Two:** Sign in using your myLibrary ID and password (Note: After the first login, the app will remember the user's profile for future use).

**Step Three:** Select the 'eNewspapers & eMagazines' icon.



**Step Four:** Install the latest version of the PressReader mobile app via Google Play or Apple App Store when prompted with the information box below.



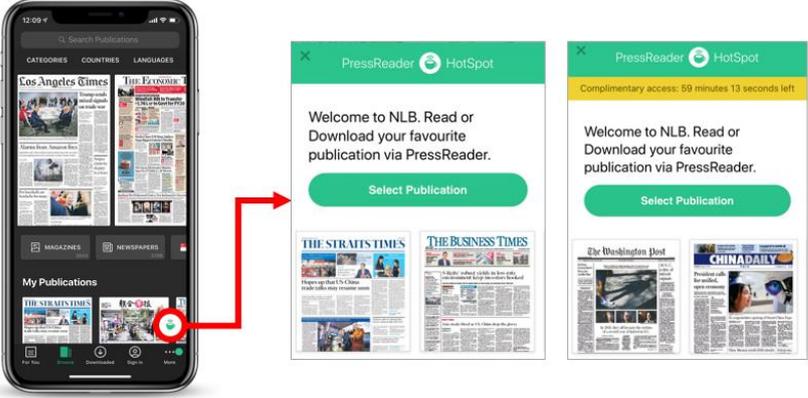
**Step Five:** Once installed, return to the NLB Mobile app and select the 'eNewspapers & eMagazines' icon again to relaunch the PressReader app via NLB Mobile.

## 7. What is the difference between-accessing PressReader via Sponsored Access and the NLB Mobile app?

Please refer to the summary table below:

	Sponsored Access	NLB Mobile app

<b>Duration of your access to PressReader</b>	Three days  This is the duration of "Sponsored Access".	One hour  This is the duration of each session. Once the hour is up, you may reconnect by selecting 'eNewspapers & eMagazines' again.
	<b>Sponsored Access</b>	<b>NLB Mobile app</b>
<b>The places you can access PressReader</b>	At NLB libraries when you connect your device to the branch's Wireless@SGx network.	Access is available anytime, anywhere.
<b>Need to sign in using myLibrary ID?</b>	No	Yes  However, after the first login, the NLB Mobile app will remember your myLibrary login credentials.
<b>Is a PressReader account required?</b>	No, a PressReader account is optional but you should sign up for one if you want to enjoy personalised services, e.g. bookmarks feature. You can register for a free PressReader account or sign in via their official Facebook, Twitter or Google accounts.	
<b>Internet connection</b>	Yes  You must connect to the Wireless@SGX network at NLB libraries to be granted 'Sponsored Access'.	Yes
<b>Do I need to enable the Hotspot setting in the PressReader app?</b>	Yes, you will need to enable the Hotspot setting: Go to More > Settings > HotSpots in the PressReader mobile app.	
<b>Extending access</b>	You need to go to NLB libraries and re-connect to the branch's Wireless@SGx. Then, launch the PressReader app.	Select the 'eNewspapers & eMagazines' icon on NLB Mobile app.
<b>The apps you will need</b>	Only the PressReader app is required.	Two apps are required: i) NLB Mobile app ii) PressReader app

<p><b>How do I know I am accessing NLB's PressReader subscription?</b></p>	<p>Look out for the tea cup! Tap on the tea cup to confirm that the access is being provided by NLB.</p> 	
<p><b>Can I read SPH newspapers?</b></p>	<p>Yes, but you can only read SPH newspapers while at the library premises.</p> <p>Refer to table below for more details.</p>	<p>Yes, but you can only read SPH newspapers while at the library premises.</p> <p>To access SPH newspapers on NLB Mobile, connect to the Wireless@SGx network at any NLB library, then select the 'eNewspapers &amp; eMagazines icon'.</p> <p>Refer to the table below for more details.</p>

The access granted for the type of content and access mode are highlighted below:

Your location	Content	How You Access PressReader			
		Via NLB eResources website	Online at PressReader .com	PressReader apps (Android, iOS & Windows)	NLB Mobile app
Onsite (At NLB libraries, connected to Wireless@SGx)	SPH's newspapers	✓ (includes NLB's Multimedia Stations)	✓ (includes NLB's Multimedia Stations)	✓	✓ (via 'eNewspapers & eMagazines' icon)
	All other international and local publications	✓	✓	✓	✓ (via 'eNewspapers & eMagazines' icon)
Offsite (e.g. at home)	SPH's newspapers	✗	✗	✗	✗
	All other international and local publications	✓	✓ (via 'Sponsored Access')	✓ (via 'Sponsored Access')	✓ (via 'eNewspapers & eMagazines' icon)

**8. I have activated the three-day 'Sponsored Access' via the PressReader app. What will happen if I then activate PressReader via NLB Mobile app?**

The sponsored access will be overridden to 1 day of 'Sponsored Access', to access PressReader anywhere and anytime.

**9. Can I re-authenticate for a "fresh" three-day 'Sponsored Access' before the existing three-day session expires?**

No, you may only re-authenticate the access onsite at NLB libraries after the three-day session is over. Alternatively, you can access PressReader anywhere and anytime by selecting the 'eNewspapers & eMagazines' icon via NLB Mobile app

**10. Where can I get the PressReader app?**

Currently, you can download the app on iOS and Android devices for free at the [Apple app store](#) and the [Google Play Store](#).

For other platforms (e.g. Windows), please check this [PressReader guide](#).



**11. How do I confirm if I have connected to PressReader and can enjoy complimentary downloads of eNewspapers and eMagazines?**

To confirm this, look for a tea cup icon at the bottom right corner of the display under Browse. This tea cup icon will appear when you are connected to PressReader through the Wireless@SGx network at NLB libraries, or via the NLB Mobile app.



Tap the tea cup to confirm that the access is being provided by NLB.

**12. I'm already at the library and connected to the Wireless@SGx, but I can't see local newspapers in PressReader. What should I do?**

Sometimes, the app takes a while to refresh. To speed up the refresh, put your finger on the centre of app and pull down. When the app is refreshed, you should see a welcome box informing you that you are at an NLB hotspot.

**13. Will I incur any costs when I download the eNewspapers and eMagazines on the PressReader mobile app?**

No, you will not be charged for the eNewspapers and eMagazines subscribed by NLB. (Do note that if you download the publications using your mobile data plan, you may incur charges from your telco for the data used.)

**14. How many eNewspaper and eMagazine titles or issues can I download?**

Good news! There is no limit for the number of titles or issues that you can download from PressReader as long as your device has enough space to store the downloaded content.

**15. Where are the eNewspapers / eMagazines that I have downloaded? I can't find them.**

Select the 'Downloaded' tab in the PressReader app to view the content that you have downloaded.

**16. Do I need an internet connection to read the downloaded eNewspapers / eMagazines?**

No, you don't need to connect to the Internet for this as the downloaded files can be accessed while your device is offline.

**17. Why are some editions of a particular title not available in PressReader, and why are some titles not being delivered more consistently?**

The availability and delivery time are subject to the negotiations between PressReader and the titles' publishers. Delays in delivery could be due to issues at the publishers' end, e.g. content not being sent to PressReader on time for processing.

**18. I noticed a change in the PressReader interface. What are the changes and new features?**

PressReader has released its latest smartphone app for both iOS and Android systems in March 2019. For more details on the updates and new features, do refer to this [PressReader video](#).

**19. I cannot use the app and I need help. What should I do?**

You can email us at [enquiry@nlb.gov.sg](mailto:enquiry@nlb.gov.sg) and tell us about the issue(s) you have encountered. Sending us screenshots related to the issue(s) would help us assist you better!

---

<sup>i</sup> eNewspaper stations are available at selected libraries.