Frequently Asked Questions

1. I've forgotten my password OR the website is rejecting my password.

Please send an email using our online form to the OneClickdigital Support Team (http://www.wfhowes.co.uk/contact-us). Please provide the following details:

a) The email address that you used to create your account,
b) The password that you wish to be created,
c) The library with which you are affiliated.

2. I've forgotten my username OR the website is rejecting my username.

Please attempt to login to your library's OneClickdigital website by using your library card number as your username. After logging in, please click 'My Account' and under the Profile tab you will be able to find your username. If you are not able to login with your library card details please complete the online form available under the 'Support' tab within the help section and send it to the OneClickdigital Support Team.

3. I've downloaded a title and attempted to play it through Windows Media Player. It doesn't work, it has asked for my login details and then rejected them OR it has produced a DRM error.

You have attempted to manually download a protected title and as such it is not playable on your computer except via the OneClickdigital Media Manager. Please see the Protected v Unprotected Files FAQ for more information.

4. How do I ensure that I have the correct download settings?

To choose the most appropriate setting, dependent on whether you have a Windows or Mac machine and whether or not you will be downloading via iTunes, please click 'My Account', followed by the Preferences tab then check and change your settings as required.

5. Protected v Unprotected Titles.

Some of our titles are protected. These titles are only available for download through the OneClickdigital Media Manager because the encryption within the titles only works with this software.

Unprotected titles can be downloaded manually, thereby bypassing the OneClickdigital Media Manager. The majority of our catalogue is available for a manual download.
Protected titles download as .wma files.
Unprotected titles download as .mp3 files.

6. **I'm attempting to transfer a title from the OneClickdigital Media Manager to my MP3 device and it produces the error message, 'your device does not support the playback of DRM protected content'.**

   Unfortunately this means that your MP3 device is not fully compatible with OneClickdigital. Due to the encryption software, all protected files are downloaded as .wma files. A number of MP3 devices are not compatible with .wma files. For more information, please see the Protected v Unprotected FAQ.

7. **My Sansa/Phillips MP3 device is not working with the OneClickdigital Media Manager.**

   Not all Sansa/Phillips devices are compatible with the OneClickdigital Media Manager because some of the devices do not support the playback of protected content. Please see the Protected v Unprotected FAQ for more information. Please ensure that your device is set to MTP Mode.

8. **I've downloaded a title, however now that I've commenced playback a different title is being played.**

   Please play the title track of your book and note the title and author. Then please email the OneClickdigital Support Team using the online form with the following information: The title and book that you thought you were downloading, the title and author that actually played back and the library with which you are affiliated.

9. **There is no cover on the title of the book I wish to download.**

   Please contact the OneClickdigital Support Team using the online form and provide the following information: The title and author of the book in question and the library with which you are affiliated.

10. **After transferring the title to my device, how long will it remain on my device for?**

    For downloads through the OneClickdigital Media Manager, the file will become corrupt after the designated loan period and you will have to renew or return it. Should you click return, when you next sync your MP3 device the title will be removed.

11. **I've downloaded several unprotected titles and my MP3 player is now full despite returning them. What should I do?**

    As you have downloaded the titles manually returning them through the library is not sufficient in removing these titles from your MP3 device. You will have transferred the titles manually to your device and a file with the information remains on your computer.

    For iTunes Users, there are two options:

a) Delete the files from your iTunes account and then sync your iPod.
b) Select 'manually manager music and videos' and then uncheck the titles you no longer wish to be on your iPod on your library and then sync your device.

For Windows Media Players Users, delete the playlist from your library and then sync your MP3 device.

For Users of other software, there will be similar options available to that of iTunes.

12. What is a Wishlist?

A Wish list is a temporary space where you can list the books you think you would like to download before you do so. You can then view the ones you have chosen in one place and decide which you would like to download. Add books to your wish list while browsing, then check them out or put them on hold when you are finished browsing. Books on the wish list will delete after 90 days.

13. Why are chapters repeated with different time lengths in the summary?

This Does Not mean the chapter is being repeated.
If a chapter is long, it may be split into sections. For example, Chapter 1 of a book is 1.5 hours long. This would be spilt into 3 sections 30 minutes long and displayed in the list of chapters as Chapter 1, Chapter 1, Chapter 1.
You may also find that chapters are repeated when a book has 2 parts. For example, Chapter 1, Chapter 2, Chapter 3 and then Chapter 1, Chapter 2, Chapter 3 again.
This Does Not mean the chapters are being repeated. The second set of chapters is the second part of the book.

14. Can I create an account from the OneClickdigital app?

No. You will need to create an account through your library's OneClickdigital website through your browser (on your PC, Mac or mobile device).