



# Bolinda BorrowBox Parent Guide: Frequently Asked Questions

## How do I create a BorrowBox account?

BorrowBox works with your child's Glow Username and Password. If they do not know this, please ask your child to request it from their teacher.

## Can Parents/Carers get a Glow account?

No, only pupils and staff in schools have access to Glow accounts.

## How do I login?

There are two main ways to log in:

1. Through an app (available for iOS, Android, Kindle Fire)
  - a. Download the BorrowBox app by Bolinda from your device's app store
  - b. Open the app, in the Library section tap and type "Falkirk Learning Resource Service"  
Tap on the selection.
  - c. In the ID/Barcode section, enter your Glow account username
  - d. In the PIN/Password box, enter your Glow password
2. Through a browser (PC and Mac only)
  - a. Log into Glow at <https://glow.rmunify.com> with your Glow username and password
  - b. Navigate to the green Bolinda BorrowBox tile
  - c. Click on the tile and it will load the library
  - d. If there isn't a tile, click up in App Library at the top of the screen. Search for Bolinda Borrowbox, click on it and Add to My Launchpad. Click back on Launchpad at the top of the screen to return to the main Glow page.

## Are there any guidance videos?

You can find video guides here:

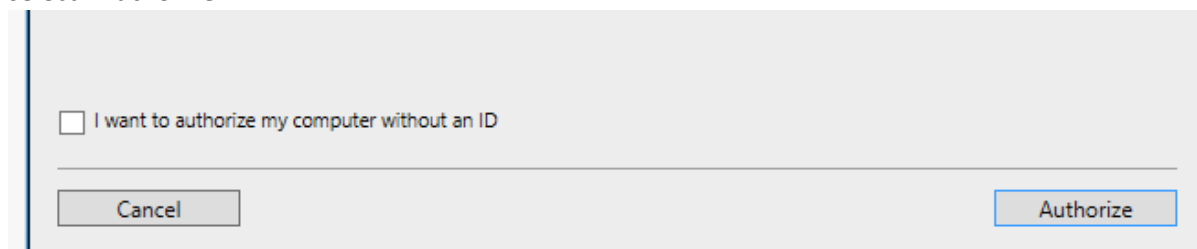
<http://tinyurl.com/BorrowBoxSupport>

## Which Internet browsers are supported on a Mac or PC?

This service will work on every major browser; Internet Explorer, Edge, Firefox and Chrome for Windows users, and Safari, Firefox and Chrome for Mac users.

## How do I read eBooks on a PC/Mac?

You'll need to have Adobe Digital Editions installed. On a personal PC/Mac, please visit: <https://www.adobe.com/uk/solutions/ebook/digital-editions/download.html> to download Adobe Digital Editions. On first use, select **"I want to Authorize this computer without an ID"** and then select **"Authorize"**



## When I first log in, BorrowBox is asking me for an email address, why?

In order to notify you of the end of your loan period and any updates on available titles, BorrowBox needs to send you emails. For pupils this should be their Glow email address that is entered, which is in the format [glowusername@glow.sch.uk](mailto:<glowusername>@glow.sch.uk)

## Can I use the eBooks and audiobooks offline?

Yes, both the eBook and Audiobook content can be downloaded to the app or browser for offline reading/listening.

## How many times can I borrow an eBook or Audiobook?

This depends on the restrictions set by the Publisher of the content. Some eBooks and Audiobooks in BorrowBox can only be loaned for a limited number of times.

## How long is the loan period?

For both eBooks and Audiobooks, the loan period is set to 2 weeks. At the end of this time, you can choose to extend your loan. Should you complete your eBook or Audiobook before the end of the loan period, you can opt to check it back into the library for others to access.

## What if the eBook or Audiobook is in the library, but not available?

If all copies of the eBook or Audiobook are on loan, you can select Reserve and a notification email will be sent to the email address on the pupil account when it becomes available.

## How many eBooks and Audiobooks can I loan at one time?

You can have up to 2 eBooks and 2 Audiobooks on loan from the service at one time.