



## **AABB Digital Publications Frequently Asked Questions**

### **Selection of content offered**

#### ***How do I find the publication I'm looking for?***

You can search the AABB's Digital Publications by using the title, product code, key words, authors, editors, or topic categories in the search bar of the AABB website.

#### ***Do you offer bundles for purchasing both the hard copy of the book and a digital version of the book?***

We do offer bundles for some of the print and digital versions, but not for every title. Please let us know if there is a new combination that you would find valuable by contacting our Customer Service department at **866.222.2498** or **outside the US at +1.301.215.6489** or **emailing [membership@aabb.org](mailto:membership@aabb.org)**.

#### ***Why aren't all AABB publications offered in a digital format?***

There are several possible reasons why a particular title is not available in a digital version. One reason is if the AABB's digital use of a previously published illustration is not permitted by the copyright holder or if the digital use is permitted, but the fees are such that makes the price unreasonable for our members. Another reason is if the color illustrations in the book are critical and their accurate reproduction on various device screens cannot be controlled or rendered correctly. In addition, digital versions of AABB *Standards* are located in the Standards Portal, a specialized platform that provides supplemental information on individual requirements.

#### ***What if I want to buy a print copy of one publication but a digital version of another?***

You may purchase items in both formats from the AABB Marketplace, as part of the same order. You may receive separate emails confirming your purchases. The digital publication will be available immediately, and you will find the URL for access in the confirmation email. The printed publication is delivered to U.S. addresses in 5-7 business days; most international shipments take 7-10 business days.

#### ***Are these Digital Publications also found in the Standards Portal?***

The Standard Portal offers digital versions of AABB *Standards*, along with in-depth information on individual requirements. No other AABB publications are located in the Portal.

## Device viewer and browser requirements

### ***What devices can I use to view my Digital Publication purchase?***

- Apple Compatible Devices (iPhone, iPad, Mac)
- Microsoft Compatible Devices (PC, Laptop, Tablet, Smartphone)
- Google Android Compatible Devices (Laptop, Tablet, Smartphone)

### ***What browsers can I use to view my Digital Publication purchase?***

- Google Chrome Version 48.0 & higher
- Internet Explorer 9 & higher
- Safari 8.0 & higher
- Firefox Version 44.0 & higher
- Opera 15 on Windows
- Firefox and Google Chrome on Mac OS X
- BlackBerry Desktop Software 5.0 to 6.1
- BlackBerry Device Software 4.5 to 5.0
- BlackBerry Browser: BlackBerry 6 and 7
- Samsung Browser

### ***Do I need to have Adobe Reader or any other software on my computer to open and read my PDF file?***

No. Because all the software you need is already built into the digital platform, you will not need to install any software, including Adobe Reader.

### ***Will it work on my eBook reader device (Kindle, Nook, etc.)?***

The device you use is not as important as the browser. If you can access the internet and view PDF files on your device, your Digital Publication will display on your screen.

### ***What happens when I upgrade my computer?***

When a device viewer you use for accessing your files is upgraded, stolen, lost, or ceases to work, you will need to contact the AABB Customer Service staff. They will discontinue access rights for the device viewer you used and begin access rights from the new device viewer. You are limited to two devices for access to your files.

### ***How do I keep track of my digital purchases?***

Your purchases of Digital Publications are all listed in the “My Account” page.

***Can I cut, copy, paste, highlight, add notes and print my copy of the Digital Publication?***

You will be able to highlight and annotate your file to customize it for maximum usefulness. If the content of the publication is intended to be adapted by the user (e.g., forms, templates, procedures), those specific pages will be printable in a separate hyperlink that will be provided in on the My Account page of the AABB web site unless the entire document is printable. You will not be able to edit the content or extract it. You cannot download the file to your device or facility network.

***How soon after purchase is the publication available for access?***

Immediately. You will receive an email that confirms your purchase and gives you the URL for accessing the publication.

## **Usage Limits**

***Is there a limit to the number of times I can access the publication?***

You have unlimited access as long as AABB deems the content to be current. However, you are still constrained to two device viewers meaning you have unlimited access on your two devices.

***Can I access the files from any location?***

You are limited to **two viewing devices** per purchased Digital Publication. When you first access your Digital Publication. The second device is up to you. Also, you cannot access your file unless you are in a location with Internet access. However, once the publication has been rendered in your cache, you may view it offline until the cache is deleted.

## **Pricing and Payments**

***How do I pay for a Digital Publication?***

You may purchase AABB's Digital Publications directly from the AABB Marketplace with a credit card or contact our Customer Service staff at **866.222.2498** or **outside the US at +1.301.215.6489** if you wish to pay by check.

***Do you accept purchase orders?***

Purchase orders without accompanying payment will be accepted only from city, state, and federal government agencies. This must be a standard government form issued by the purchasing office of the city, state, or federal treasury. Purchase orders can be faxed, mailed, or emailed to AABB Customer Service staff with an accompanying order form. The fax number is **301.951.7150**; the mailing address is **PO BOX 791251, Baltimore, MD 21279-1251**; the email is **membership@aabb.org**.

**For additional assistance check out the accompanying [DRM User Guide](#) , or contact us at:**

AABB Customer Support

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