

World Book eBooks—Technical FAQs

What browsers are supported by World Book eBooks?

The World Book eBooks platform supports Mozilla Firefox 17+, Apple Safari 6+, Mobile Safari, and Google Chrome.

What about Internet Explorer?

Users must download the Google Chrome Frame plugin to use any version of Internet Explorer, including IE 10. You do not have to install the plugin for any other browser.

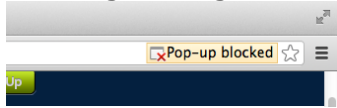
How do I download the Google Chrome Frame plug-in?

When you first attempt to open an ebook using Internet Explorer, you will be prompted to download the Google Chrome Frame plugin. You will likely need an administrative password in order to complete the download, so be sure to have your school or library's information systems administrator download the plugin if you plan to use the platform via Internet Explorer.

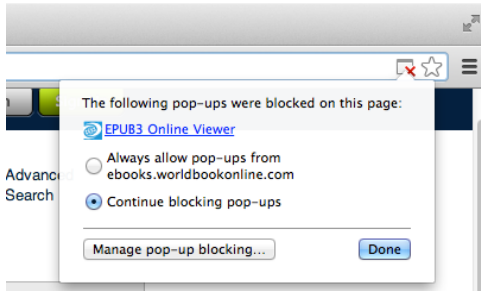
When I click on the "Open Book" button, nothing happens.

This is likely because your computer settings currently block pop-up windows. Here's how to unblock pop-up windows from the supported browsers:

Chrome: When you first attempt to open an ebook in Chrome, you will see a small warning message in the right-hand corner of the URL bar:

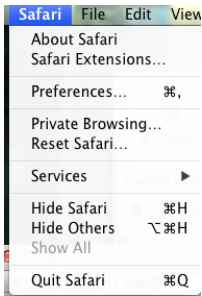


Click on the warning message, select "Always allow pop-ups from ebooks.worldbookonline.com" and then click "Done."



The ebook online viewer will then launch.

Safari: From the Safari menu at the top of the screen, select Preferences.



From there, select the Security tab and uncheck the “Block pop-up windows” box.



Firefox: From the Firefox menu at the top of your screen, select Preferences. Then go to the Content tab. From there, uncheck the “Block pop-up windows” box.

