WITHERBY CONNECT

User Guide

Contents

Witherby Connect replaces our Windows eBook Reader that was last updated in September 2022.

As notified at the time, this legacy application has reached end of life in December 2024.

All users still using the Windows eBook Reader in 2025 must transfer to our Witherby Connect system as soon as possible. Please contact us to start this free process: *migration@witherbys.com*.

Welcome to Witherby Connect! We hope you will find it straightforward and convenient.

For more detailed information about specific topics, you can refer to the following in-depth guides:

- *Ship Manual*
- *Shared Account Manual*
- *FAQs*
- *YouTube video tutorials*.

Getting Started

System Requirements

Any modern browser (Google Chrome, Microsoft Edge, Mozilla Firefox, Apple Safari…) can be used, on Windows, Mac or Linux. iPads and mid to top range Android tablets are also supported.

Internet Explorer cannot be used as it has reached end of life in 2022.

Safari on Mac and Firefox do not allow creating an application shortcut but they work offline from www.witherbyconnect.com/offline/. See the section "Offline Mode – Offline eBook Reader Application".

To ensure that the website works seamlessly, we recommend whitelisting the following:

- https://www.witherbyconnect.com
- www.witherbyconnect.com
- 137.117.235.8 (server IP)
- 104.215.157.88 (2nd server IP)
- Port 443 (HTTPS)

Witherby Connect normal usage is online: once the eBooks have been downloaded, the bandwidth usage is very small and suitable for slow connectivity as it can be experienced on board. However, when the ship is completely disconnected from the Internet, all the downloaded publications can still be accessed in a special offline mode. See below the section "Offline Mode".

Any shore connection speed will be sufficient for Witherby Connect.

Ship connections have been tested at 0.5Mbps (512kbps). Lower speeds will still work, particularly when eBooks are already downloaded, which can be done in port when the connection is fast/cheap. See https://witherbys.supportsystem.com/kb/faq.php?id=26.

Witherby Connect stores eBook files in the browser cache. We therefore recommend avoiding clearing the cache indiscriminately. See https://witherbys.supportsystem.com/kb/faq.php?id=22.

To access your account, go to https://www.witherbyconnect.com/.

Fill in the Username and Password fields at the top of the screen before clicking on the Login button:

This takes you to the Home page of Witherby Connect where you can find information on new and upcoming titles, as well as any other relevant news.

You can navigate to the various sections shown on the left-hand side of the screen, and log out at any time by clicking the Logout button in the top right corner:
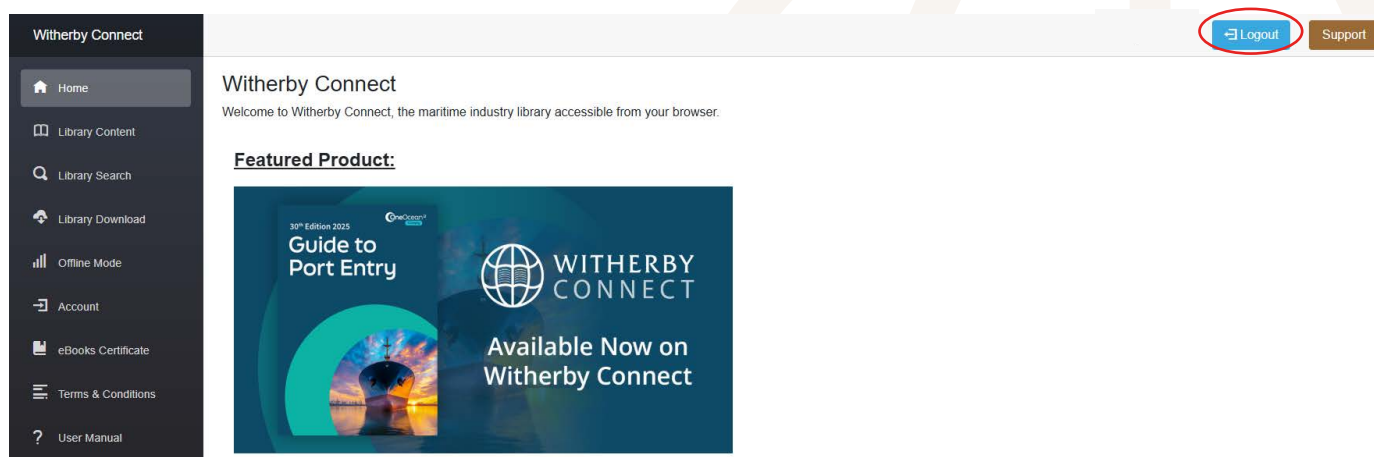
Best Practices

Below are a few recommendations to make your use of Witherby Connect as easy and smooth as possible:

- Please make sure that witherbyconnect.com is white listed by your company to ensure that there are no issues with permissions/access.

- If you are sharing your Witherby Connect account with other company users, always log out using the [→] Logout button rather than by closing your browser. If you do not log out correctly, other users might have to wait for up to 3 minutes before they can log in again.

- eBooks are stored as application data and should not be deleted even if you are clearing the cache of your browser regularly. However, this behaviour depends on your browser settings so if downloaded eBooks are no longer available for offline browsing after a while, check your settings.
  You can always redownload or reimport them. To avoid this issue altogether, you might also decide to use Witherby Connect in a separate browser and not clear its cache.

- Please double check that you are on the correct page before clicking Print as a print will be taken out of your allowance even if you decide to cancel after clicking previewing the page.

Should you encounter any issues or have any feedback on Witherby Connect, please do not hesitate to contact us.

Library Content

The Library Content section takes you to the list of all titles available in Witherby Connect. If "View All" is selected, it will show you the titles included in the first category of the library – Cargo. If "My eBooks" is selected, only the categories for owned books are displayed and the first of these is selected. You can navigate to the other sections and click on the + sign to expand them to see different titles.

The Library Content will default to show you only the titles you have access to, but if you would like to see the titles that you do not have access to, you can select "View All" in the search bar. The Library Content will be increased accordingly, and the options you choose will become your default settings (see screenshot).

When the "Open books in a new tab" option is selected, all books will open in a new browser tab instead of staying in the same tab. This may be useful when doing research on a subject.


The titles included in subsections do not appear in the larger sections, so you need to go to precisely the right section. For example, titles in the LNG subsection will not be shown in the larger Gas or Cargo sections.

You can also search for a book's title, author, or industry body to find it quickly. Please note that Witherby Connect does not search for alternative spellings in titles. If you cannot see the book you are searching for, check the spelling. The search results will include the book's location for future reference.

Hover over the cover of a title to see a summary:
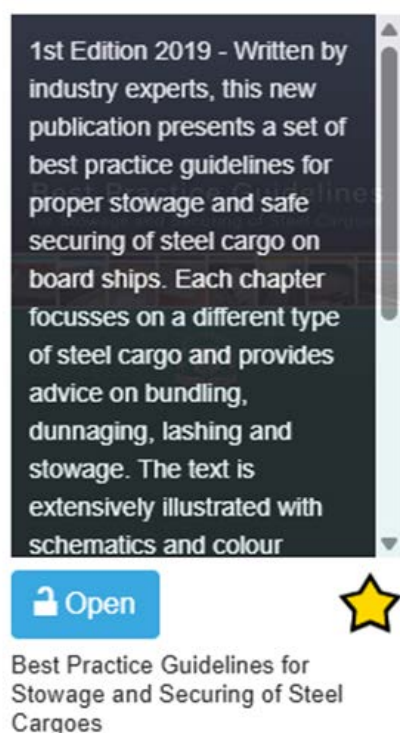
The button at the bottom of the cover tells you whether you have access to this publication: blue if it is unlocked, grey if it is locked. Please contact your account manager if any title appears locked when it shouldn't be, or if you would like to purchase access.

You can also tick the star under the title's cover to mark it as a favourite. It will then appear in the *Favourites* section.

The *Recently Visited* section automatically shows the books (up to 40) that have been recently accessed by a specific user on a given computer. This list is not shared between computers.

When you open an eBook for the first time, it will be downloaded and stored locally. When the eBook is reopened at a later stage, the local version will be used. You will never download the same book twice.

If a book download takes too long, you can press the [Cancel] button and resume downloading when the connection speed has improved. If the download is interrupted for whatever reason, it will be automatically resumed when reopening the book.

Moving away from the section showing the book cover and the [Open] button will pause the download and show the following message:
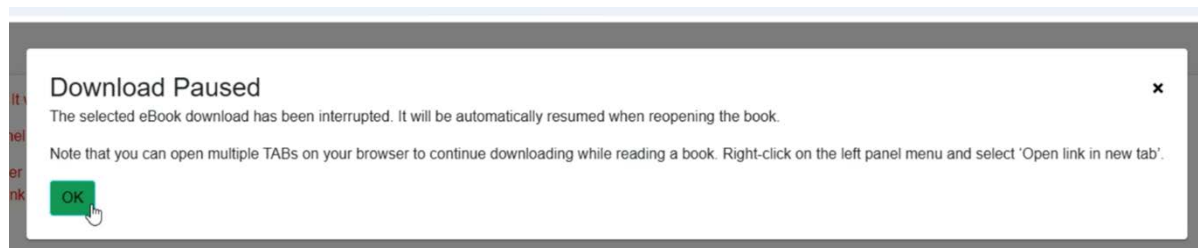
Favourites Section

All starred titles will appear here. This section can further be organised by creating up to three lists.
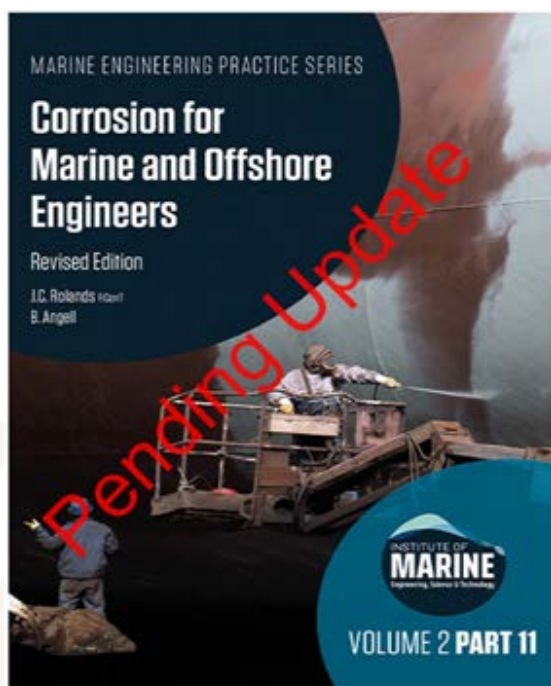
To do so, click on [Manage Favourite Lists] , create your lists, then click and drag to drop titles in your chosen list.

You can then navigate between the lists using the drop-down menu:

Favourites List: Uncategorised ▾

Favourites are shared by all users under the same account, allowing you to quickly access key publications.

Future Updates

As soon as an errata or supplement is published, the eBook is updated on the server for everyone to use. If the book has been accessed before, it will be cached locally and will show:

Discontinued eBooks and eBooks that are superseded by another eBook are kept on the server for 15 months then removed to avoid accessing dangerously outdated information. They are clearly indicated.

To see superseded eBooks, you need to select the option Show Superseded. This is to avoid cluttering the library with outdated titles.
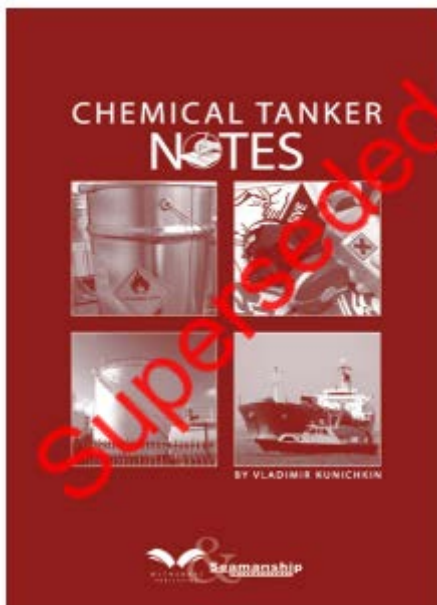
Those that are not replaced by a new edition are shown as "Discontinued".

This information is also indicated in the Library Download section.

Inside the Book

Once you have chosen a book to access, click on the Open button. If the book is fairly small, it will open at the beginning. Most books open immediately except particularly large publications that may show chapters to choose from. If you have ticked the "Open books in a new tab" option, the book will open in a separate tab. You might need to allow pop-ups in order for this to work:
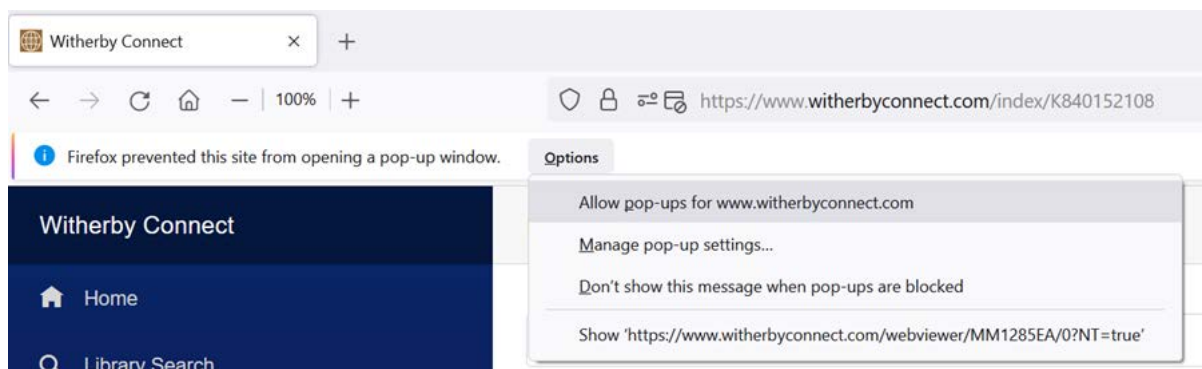
Some large documents such as Ships Routeing are divided into sections that can be accessed from a dedicated table of content. Such tables can show extra notes and cross references depending on the publication.

The first time you open a book, it might take a moment to open since Witherby Connect will be downloading and saving the eBook file to your browser's cache. The next time you open it, access will be near instantaneous, and the book will also be available offline (provided the cache has not been cleared. See https://witherbys.supportsystem.com/kb/faq.php?id=22).

A small 2MB book will typically take a few seconds to download for an office user while a ship user may need to wait for 30 seconds or more.

A large eBook will take 5 times longer.

Once the book is open, you can navigate it in one of three ways:

- Scroll up and down to move from page to page
- Select the page or section you are looking for in the left-hand side menu. If you select Thumbnails, you will see a small picture of the pages, and if you select Outlines you will see the different chapters and sections of the book:

- If you already know which page you are looking for, simply type it into the left part of the page number:
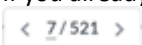
Functionalities

Below is an outline of the various functions available to you in Witherby Connect, from left to right, top to bottom:

1. **Panel:** hides/unhides the left-hand side column allowing you to navigate to sections and pages of the book. When Thumbnail mode is selected, the rotate option becomes available for the page currently selected. It will only rotate that page, whereas the rotate option in the View Controls rotates all pages of the book. When the panel is open, you can adjust its width by dragging the slider right or left:


2. **View Controls:** allows you to control the way pages are laid out and displayed in the reader.

3. **Zoom in and out function.**

4. **Pan:** when this is selected and you click and drag over the page, you can move the page around. This is helpful when you are zoomed in to more than 100% as it allows you to move the page right and left.

5. **Select:** when this is selected and you click and drag over the page, you can select the text. Once the text is selected, the following options appear: copy, highlight, underline, squiggly underline, strikeout and link URL or page:

If you highlight, underline or strikeout your selection, you get additional options: comment, change style, link or delete:

6. **Copy page link to clipboard:** this creates a link to this page, which can be used in other documents such as a ship management system (SMS).

7. **Annotations:** hides/unhides the annotations toolbar. The annotations functions are:

   » **Underline:** click and drag over the text you want to underline.

   » **Highlight:** click and drag over the text you want to highlight.

   » **Free Text:** this allows you to add text over the page. This tool is best used over pictures and blank spaces to make it distinguishable and readable.

   » **Free Hand Highlight:** click and drag to use the cursor as a pen. You can use the Style box to change the thickness and opacity of the stroke and make it seem more like a highlighter or pen.

   » **Note:** click on the place where you want to add a note, type it in and click save. You could use this function to mark the place where you left off so that you can easily find it the next time you open the book. Simply click on the Comments button and navigate to your note to find the place you left off.

   » **Squiggly Underline:** click and drag over the text you want to underline.

   » **Strikeout:** click and drag over the text you want to strike out.

   » **Insert Text:** inserts your additional text in the comments

   » **Replace Text:** Strikes through the selected text and inserts your replacement text in the comments

   » **Style Box:** colour options will appear for your highlights, underlinings and strikeouts. Click on the drop-down menu to see more options.
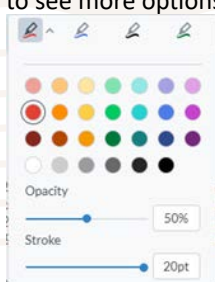
- » **Undo:** cancel last action.
- » **Redo:** redo last action.
- » **Eraser:** this will erase all notes and highlights made by you that you drag it across. Select something else to deactivate it.

8. **Full Screen:** hides everything except the book and the reader's functions. This is especially useful when reading on smaller screens. To go back, press Escape or drag your cursor to the top of the screen and click on the Exit cross that appears.

9. **Search:** hides/unhides the search column. Use this function to search for a simple word within the book only (otherwise, use Library Search). When the panel is open, you can adjust its width by dragging the slider right or left: ▌▌

10. **Comments:** this allows you to view and search through the notes and highlights made in this book. Click on a note to be taken to the place it was made. When the panel is open, you can adjust its width by dragging the slider right or left: ▌▌
If you know what you are looking for, you can sort and/or filter the notes using the buttons at the top. You also have the option to interact with comments by replying to them, or choosing from the drop-down menu in the top right corner of each comment to Accept, Reject, Complete, etc. Please note that you can only edit or delete your own comments, but you can comment on and interact with comments made by all other users.

11. **Print:**

will show you your remaining print allowance before you print. Please note that you can only print one page at a time, and that a print will be taken out of your allowance even if you decide to cancel after clicking print. Please contact your account manager if you would like to discuss your printing allowance.

In addition, right-clicking anywhere on the page will bring up the following 5 options:

Pan, Note, Highlight, Free Hand and **Free Hand Highlight**.

The **Free Hand function** allows you to write on the page, using the cursor as a pen. Simply click and drag the cursor to start writing.
Please note that any comment, free text, highlight, underlining, etc that you add will be visible to all users with whom you share the account, but they will not be able to delete them if their Annotation Username is different. See the Account section for how to set your Annotation Username.
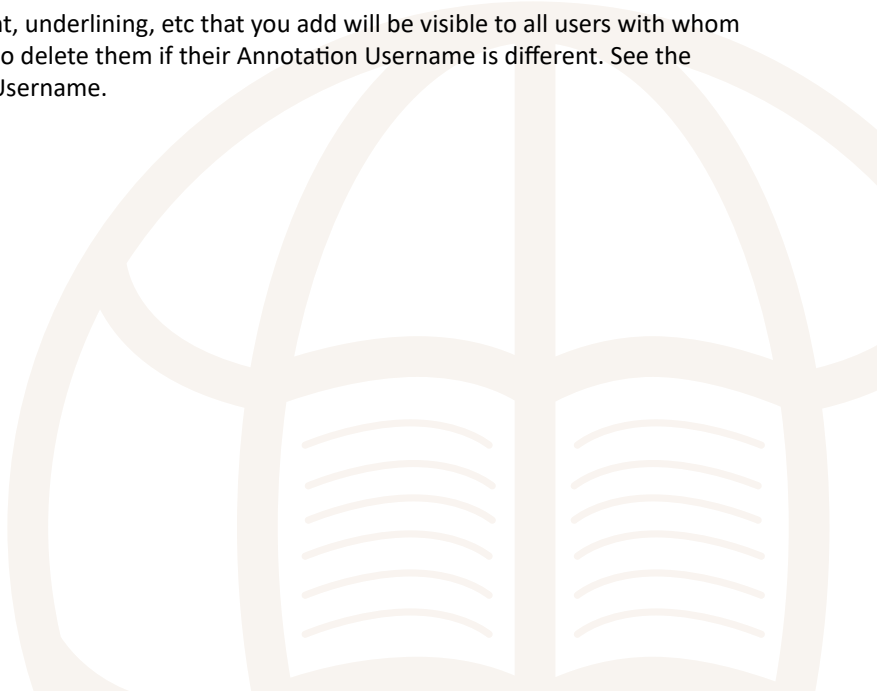
Library Search

This section allows you to search for your chosen term or phrase across multiple books. As shown in the image below, you can customise the selection of titles across which you want to search and the ways in which you want to search. Please note that you can only search across titles that you own.

In the top area, you can select how you want Witherby Connect to search for your chosen word or phrase (this defaults to "All words within 5 words"). In the bottom box, you can select the books across which you want to search. If you untick "Select All", you will have to select the titles you want to be used in the search one by one. To do this, tick the box next to the title you need.

Each Flag State Regulation contains hundreds or even thousands of documents. This is slowing down searches, so by default Flag State Regulations are not selected.

In this context, "Flag State Regulations" means the whole Legislation section of the table of content, including ILO Conventions, IMO Resolutions and MSC/MEPC Resolutions-Circulars.

If you want to include Flag State Regulations, click Yes to make them visible. You can then select the exact Flag State Regulations that you would like to include or reactivate Select All.

Once you are happy with the setup, type your chosen word or phrase in the search criteria bar and click Search. A window will open with the results of your search sorted by relevance and title. For large books, search results for each section of the book will appear separately to make navigation easier (this is the "Subject" column). Click on the book and section for which you want to see the search results and they will be displayed in the grey box below.

The searched-for term or phrase will appear in blue and, when you click on it, the book will open in a separate tab, at the page where the citation was found. You can navigate to other occurrences of the term in this book on the right-hand side or go back to the search window to return to the search results.

Library Download

This section allows you to save all the eBook files of the titles that you have purchased to your browser cache. This makes the books available to use offline and means they will open instantaneously.

Because this section is for bulk download of all or at least multiple eBooks, we would advise you to wait until you have enough time and a strong Internet connection before using it. When the connectivity is poor, just [Open] each book individually as described above in the section "Library Content". The result will be the same. A book is only ever downloaded once.

Additionally, this will only save the eBooks on the computer and browser to which you are currently logged on. You will need to repeat the process on all other computers that need offline access or use the import/export option described below.

In this section, the following actions are available to you:

Save All — This downloads and saves all purchased titles under 20MB. Please wait until you have plenty of time to do this as you should not navigate to other parts of Witherby Connect while the books are saving. If you do so, the download will be interrupted.

Save — This will save only the eBook you have selected.

* Save — This slightly different Save button indicates that the book is either large, at 20MB and over, or superseded. It will not be saved when using Save All in order to avoid problems for vessels with slow connection speeds Instead, you will need to click the Save button individually for each large book that you would like to download.

Update — This will update the title – it is not related to new editions as these are considered to be separate books, but rather to errata and addenda that are available for the current edition.

Delete — This will remove the eBook file from your browser's cache, making it unavailable offline.

If all your books are downloaded and up to date, all you will see are red buttons.

On the right-hand side of this section, you can also gain information on the size of each eBook file and the status of each book. No mention under "Status" means the book is current and up to date, otherwise you will see mentions of Pending Update, Superseded (by another edition), Discontinued (when a book is discontinued without replacement) or Obsolete (if your subscription has lapsed – this applies to Flag State Regulations).

Importing and Exporting

If you are using Witherby Connect on multiple computers and on board a vessel or generally have poor Internet connection, you can reduce your bandwidth consumption by using the exporting and importing functions. The first computer will still need to download the books, but subsequent machines will be able to import the library exported from the first computer:

- On the first machine, log into Witherby Connect and go to the Library Download section

- Save the books you will need or click the Save All button and wait for all titles to be saved to the cache. This might take some time depending on how many books are on the account and the speed of your connection

- The Export Downloads button in the upper right corner will show you how many documents have been saved. Click on it and a zip file containing all the books will be generated

- Save this zip file to a USB or a network shared folder accessible by the machines that you need to have the books on

- On the next machine, log into Witherby Connect and go to the Library Download section, then click on Choose file on the upper left side. Navigate to where you saved the zip file, select it and click Open. The books will now be imported to the cache of the browser without any bandwidth being used

- Repeat on all machines concerned, and when new updates become available if necessary.

Remember to download the file and follow this process again when updates are made (new edition/additions to your account). Do not try to open or extract the content of the zip file as it will not work. The file is strictly to be imported back via the Library Download section on another machine on board the same ship.

You can use this method to download eBooks at a shore office and supply a ZIP file to the ship. In this case, YOU NEED TO USE THE SAME USER ACCOUNT as the ship because the exported file is unique to each account (in terms of the list of eBooks included and the encryption used).

Offline Mode

The Online Mode should be the normal mode for accessing Witherby Connect. Typically, the bandwidth usage after the initial eBooks download is very low. For instance:

- Login: 7.5 kB transferred

- Access the first cached book: 140 kB transferred

- Access a second cached book: 136 kB transferred

- Total: 0.3MB

The Offline Mode is an emergency mode that is meant to be used on board ships when Internet connection is temporarily unavailable. It makes sure that publications are always available.

The Offline Mode offers mostly the same functions as the Online Mode, although you won't be able to search across the whole library, print, copy/paste or create links. The saved titles appear in a list rather than grouped by categories.

Click on **🔒 Open** and the book will open. You can search for the title of the book to filter the list more quickly. Please note that Witherby Connect does not search for alternative spellings.

Offline eBook Reader Application

Certain browsers, such as Mozilla Firefox or Safari on Mac, do not support installation of the Witherby Connect application but they work offline by just typing https://www.witherbyconnect.com/offline/ in the browser address bar while offline (you may need to refresh the page by pressing F5).

Chrome or Edge allow creation of an offline application shortcut. To install the offline application, select "Offline mode" from the main menu then on the Home page click on "To install the application for offline use please refer to the Help guide."
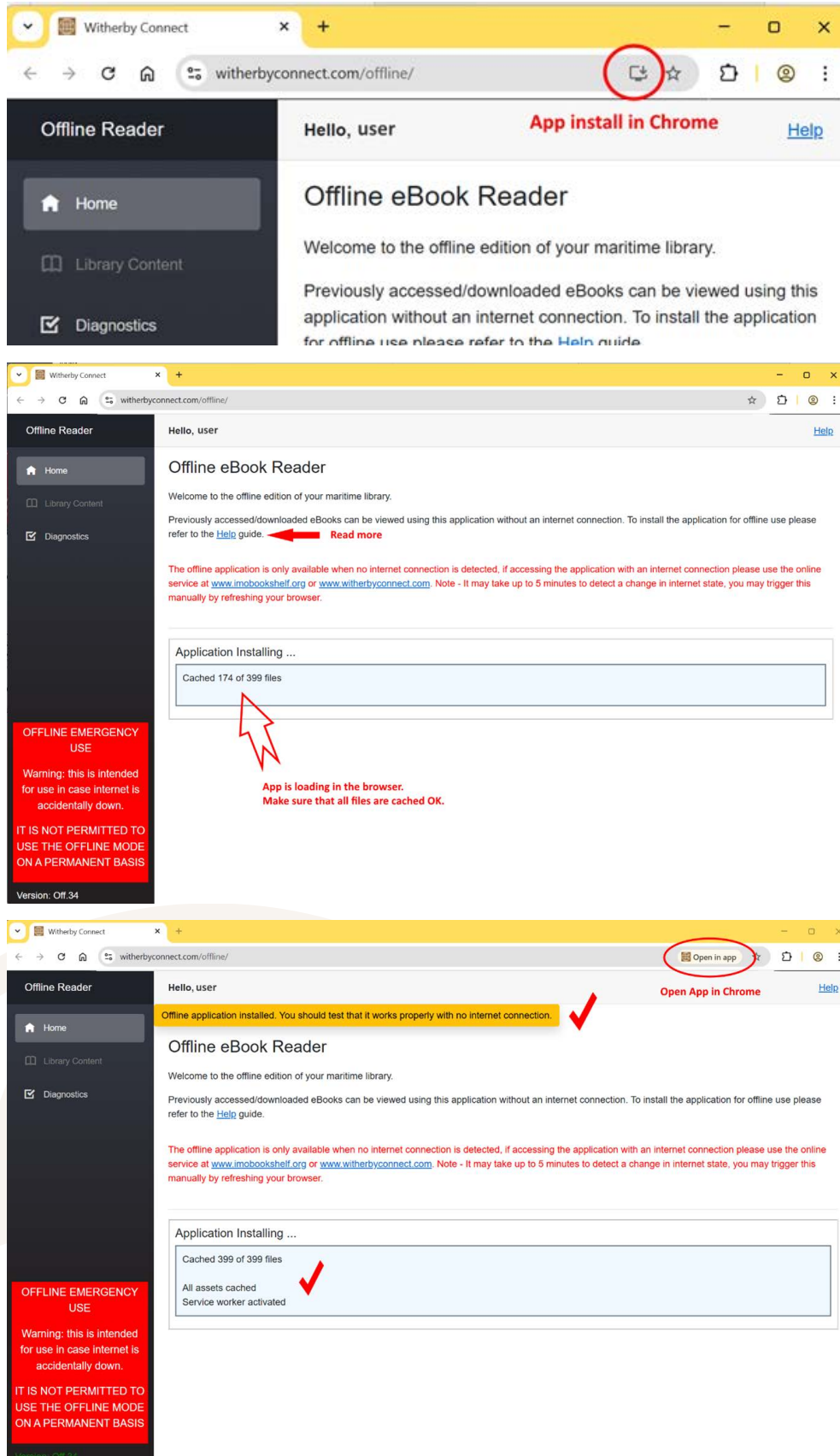
Once installed, just double-click the shortcut on your desktop to run the application, or type 'Witherby Connect' into your search bar if using Windows 10/11.
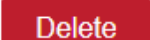
eBooks opened or downloaded while using www.witherbyconnect.com online can now be accessed for offline use. Note that you must install the application using the same browser that was used to save your eBooks or they will not be available within the offline application.

A Note on Vessel Inspections

See the eBooks Certificate for required IMO publications and the UK MCA letter of recognition.

If you are using Witherby Connect on board a ship that is preparing for inspection, we recommend that you take the following steps in advance to demonstrate compliance with flag state requirements for backup access to publications:

- Log in to Witherby Connect and install the Offline eBook Reader Application as described above
- In the Library Download tab, make sure that all required titles are saved and up to date
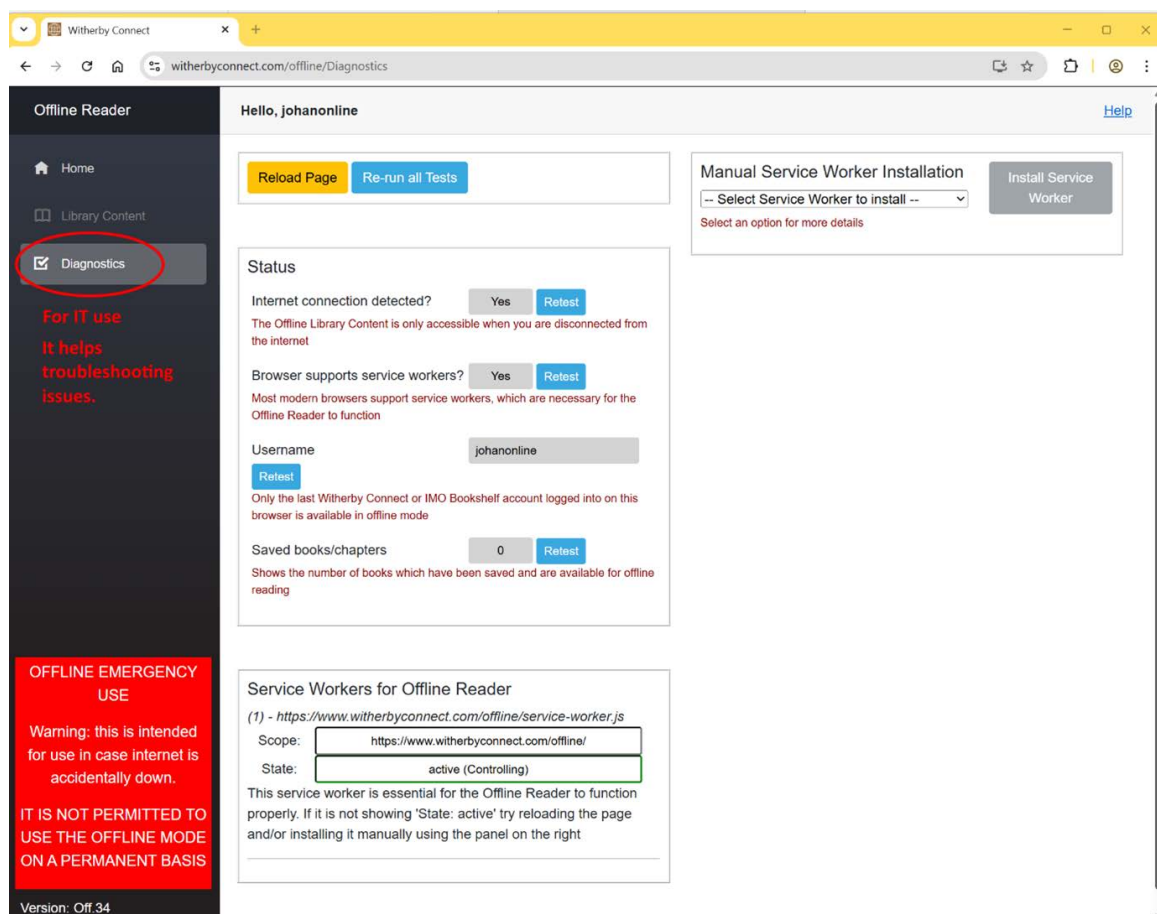
  (all the buttons should read: **Delete**).

Repeat these steps on all computers used to access the library on board as saving them on one computer does not save them on the other computers. You can use the export/import option to achieve this. See the section "Library Download – Importing and Exporting".

During the inspection, you can log in and out of Witherby Connect on several computers to show the inspector that access can be transferred from one to the other should the main computers experience hardware failure. eBooks should be saved for offline use on a minimum of 2 computers to ensure compliance.

You can also open the Offline eBook Reader Application to demonstrate that (provided the titles have been saved), should your Internet access fail, you will still be able to access the library. The computer must be disconnected from the network for this demo.

Diagnostics

The Diagnostics section includes tools to help our IT team should you contact us regarding issues with the Offline Mode. You can ignore it if everything is running smoothly.

Account

The Account tab allows the account administrator to set and change the alias username and password for the account. Only the user who has the Licence Code for the account may do this.

Account

Account Status

Username: No username alias is currently set.

Password: An alias has been set on the account.

Change account details

Please provide your original password (licence code) associated with your account below to set a new username and/or password alias

Password:
Licence code beginning 'READ' (READ-****-****-****-****)

[   ] Submit

Annotation Username

Please provide a name to use for annotations to publications, the name will replace 'Guest' when notes are added from this computer.

[Superintendent   ]

Save   Reset

To access the admin options, enter the account licence code in the required field and click Submit.

You can then follow the instructions to set a new username and password alias. The original login details you were sent as the account administrator will still be valid, but this allows you to set a username and password that are easier to remember for you and your colleagues with whom you might be sharing the account.

Annotation Username

You also have the option to change the Annotation Username, which is the name that appears when you make any note or comment in a book. The default username is "Guest". If you do not update it, anyone who has also left their username as the default will be able to make changes or delete the edits you make in the books. We therefore recommend that you update it to something more personal. Simply fill in the field and click Save to change it at any time. You will need to repeat this step on all devices on which you use the library, as the username is stored locally rather than on the server.

eBooks Certificate

The eBooks Certificate can be used during inspections to show that you have access to your mandatory publications. Please note that it only shows IMO publications, and cannot be printed as it needs to be viewed online to be valid. You will still need to show the Library Download section if the inspector needs to see other titles.

FAQ

- **Can only one person access at a time?**
  This depends on the number of concurrent users allowed for your account. A typical account allows for one concurrent user, meaning that as soon as one user is logged in, other users trying to access the same account will be refused access.

- **What happens if I forget to log out?**
  If you close your browser without logging out of Connect first, you (or your colleagues) won't be able to access the account again for up to 3 minutes. If you keep Witherby Connect open in your browser without using it, you will keep using a licence and possibly prevent other users to log in. The tab will first start showing as "INACTIVE" to warn you:

- **What is the size of the Offline App?**
  The offline app is 60MB plus the size of the eBooks (on average 5MB per eBook).

- **Can I move my Windows licence to Connect?**
  Yes. If you were previously using the Seamanship Library, you can migrate to Witherby Connect. We can only migrate titles that were purchased via ourselves and are not superseded or discontinued. Please get in touch if you would like to arrange this.

- **Is there an annual fee for Witherby Connect?**
  Witherby Connect eBooks are one-off purchases and there is no additional fee to maintain access once you have paid for them. The only exceptions are Flag State Regulations, which are a yearly subscription.

- **Is there an expiration on my account?**
  Witherby Connect accounts do not expire so you will have access for as long as you want/need it. However, please note that, unless otherwise advised, superseded editions will be removed after 15 months. You will also lose access to Flag State Regulations at the end of your subscription period if you do not renew.

- **Can I download eBooks to my PC?**
  The eBooks can be saved to the cache of the browser, but the files are compressed and encrypted files for use by Witherby Connect. They are not PDF files or images of the pages.

- **Can I print an entire book?**
  Unfortunately, printing an entire book is not allowed due to our Terms and Conditions. We have specific print and copy/paste restrictions in place to protect the rights of intellectual property holders. You can print a limited number of pages (one at a time) for reference or copy/paste text as needed to refer to the publication (in a company manual for instance). If you encounter any limits, contact us for an extension.

- **Is the licence fixed to a computer?**
  There is no limit to the number of devices on which you can access your account, as well as save the books for emergency offline use.

- **Can everyone see my notes?**
  All users who share the account with you will be able to see the Annotations and Comments you've added to the books. You can also see theirs and comment on them. For this reason, we would recommend updating your Annotation Username to identify them.

- **Is there an admin panel where I can manage all my company logins?**
  Yes. An Admin Panel is available to help you manage multiple logins and see usage reports. Please contact us if you would like to be set up as an Admin.

- **Can I use two logins on the same browser?**
  No. The authentication is done at the browser level, as with all websites. If using two separate browsers is not possible for you, you could:

  1. add a profile and switch profile to access one or the other login,

  2. use the guest profile (however it will lose all user-downloaded eBooks and settings when closing the session),

  3. use the InPrivate window option (this will also lose all user-downloaded eBooks and settings when closing the session).

- **Are users accessing a book via the link function still required to login?**
  Yes. If they were not logged in yet, they will need to do it before they can access the book. Once logged in, you can click on as many links as you like without further prompt.

Technical FAQ

For more technical information (bandwidth/speed requirements, browser cache management, offline mode, etc.), visit our technical knowledgebase at https://witherbys.supportsystem.com/kb/faq.php?cid=3.

Technical Support

Should you need any support when using Witherby Connect, you can click on the Support button in the top right corner [Support] which will take you to the Technical Support page at https://witherbys.supportsystem.com.

If the information you need cannot be found in the Knowledgebase section, you can open a ticket to speak to our IT team.