



# eBook User Guide



2024

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👉 This guide covers how to download and access your eBooks on the Glassboxx Reader app, as well as a bit on who we are!

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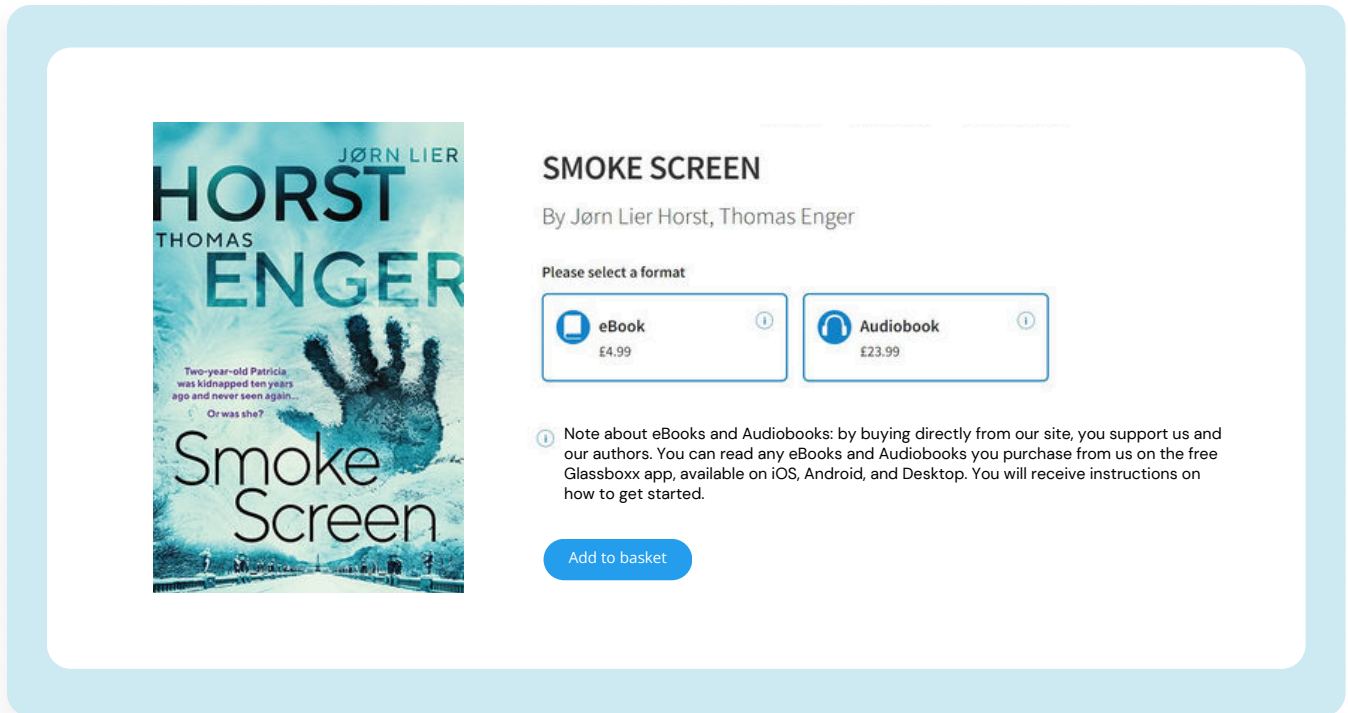
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# Purchasing your eBook

## 👉 Example of a website selling books directly to you

Browse books on the publisher's website, and once you find what you're looking for, select the format you're after. Then, add it to your shopping basket.



When you are ready, go to your shopping basket and proceed to check out. Here you will need to enter your first name, last name, billing address, payment information, and most importantly, **your email**.

This is the email that will later be used to log in to your account.

Once you have purchased your book, you can then access it via the Glassboxx Reader!

Read on for How to access your eBook

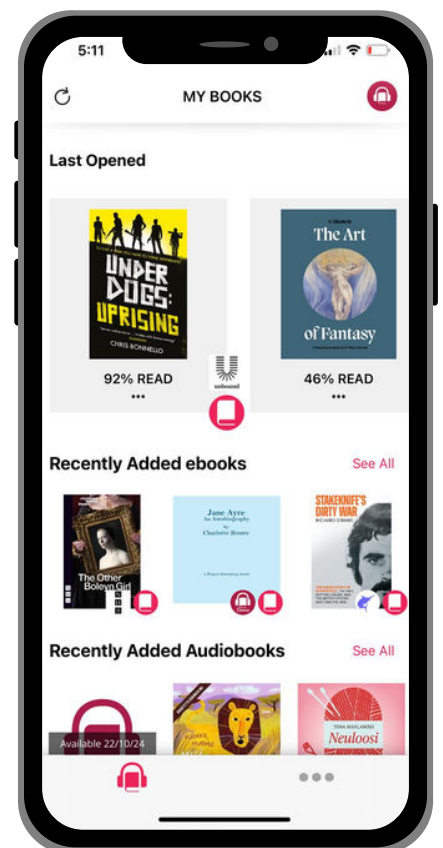
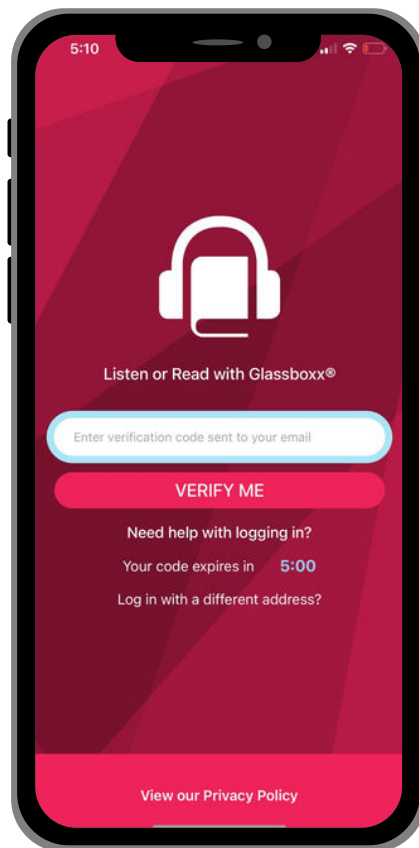
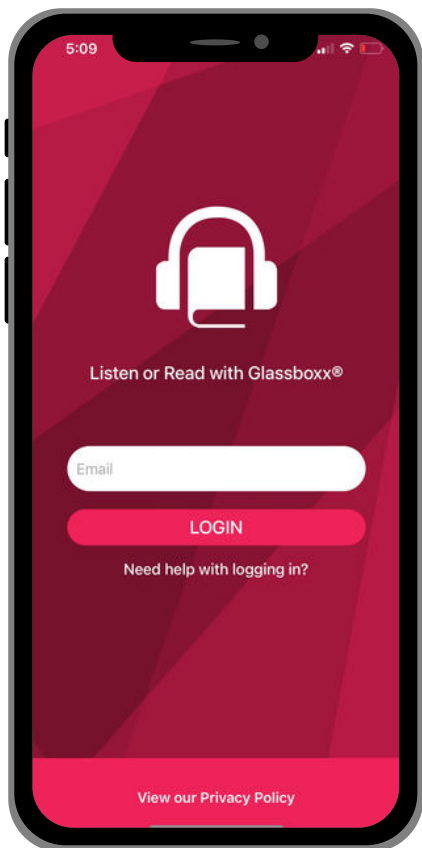
# Accessing your eBook

## 👉 Download the Glassboxx reader app

Your recently purchased eBook can be viewed on the Glassboxx Reader App. This is available to you on iOS and Android devices for mobile readers, as well as MacOS and Windows for those who would wish to read on the desktop version of the app.

To download the Glassboxx Reader App, either go to the links provided on your publisher's digital order confirmation page after your purchase, or go to [www.glassboxx.com/download-the-glassboxx-app/](http://www.glassboxx.com/download-the-glassboxx-app/)

Once you download the app, you will be asked for the email address you used to purchase the book. Once entered, a verification code will be sent to this same address. Enter this to the app, and you will be all logged in - no need to create a password as it is a one time secure log in!



Read on for How to get help

# Getting help

## 👉 Glassboxx Customer Service

Glassboxx has comprehensive customer support. Should you have any trouble accessing your titles, please do not hesitate to reach out.

Email [help@glassboxx.com](mailto:help@glassboxx.com) with any queries - we are here to help!

It helps to provide the email address you used for purchase, the title you purchased, and the device you are reading on, as well as any screenshots. This will help us troubleshoot ASAP should it be needed!

Happy reading!



**Help@Glassboxx.com**

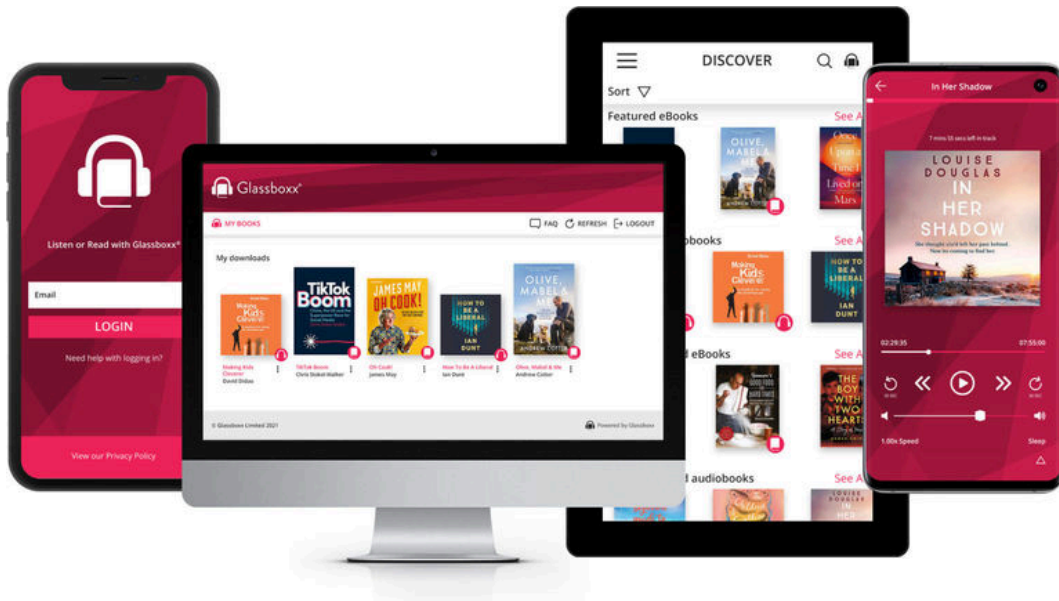
**Read on to learn more about Glassboxx**

# More About Glassboxx

## 👉 What is Glassboxx?

Glassboxx is a solution for publishers to keep control of their titles, allowing them to connect more with their readers and protect their content - keeping the authors happy.

Glassboxx allows for eBooks purchased from Lewis Masonic to be read on the Glassboxx Reader App. This is available on iOS, Android, MacOS, and Windows. Links to these can be found [here](#).



## 👉 Who is Glassboxx?

Glassboxx has a team of people passionate about publishing, innovation, technology, and service. Glassboxx was started with one overriding goal in mind – to connect publishers to readers. We knew we could make things easier, more secure, more diverse – and more direct.

We are proud members of the Independent Publishers Group and the Publishers Association, as well as sponsors of the British Book Awards.

In 2023, we were awarded Stationers' Innovation Excellence Award for Service Development, and their Stationers' Warrant in 2024.

