

HDI Reading Room: FAQs

1. What is the HDI Reading Room?

The HDI Reading Room is a content app for iOS, Android, and Kindle Fire devices (some restrictions apply). Starting with the January/February 2014 issue, all future issues of *SupportWorld* will be distributed via this app and made available online for browser-based viewing.

2. Where can I get the HDI Reading Room app?

iPad users: The HDI Reading Room app can be found in the App Store, either by searching for the name or browsing the News category. Your device must be running **iOS 6.0 or higher**. *NOTE: The HDI Reading Room app is not available for iPhone and, **as of June 23, 2014, new issues will no longer be available for the first-generation iPad**.*

Android users: The HDI Reading Room can be found in the Google Play store. Your device must be running Android 3.0 or higher. *NOTE: Some smartphone devices will not be compatible with the HDI Reading Room app. Please see the list at the end of this document to determine whether or not your device is compatible.*

Kindle Fire users: The HDI Reading Room can be found in the Appstore for Android section of the Kindle store at Amazon.com and on your device at Apps > Store. Your device must be running Android 3.0 or higher. *NOTE: The HDI Reading Room app is not compatible with the first-generation Kindle Fire (2011).*

3. How much does the app cost?

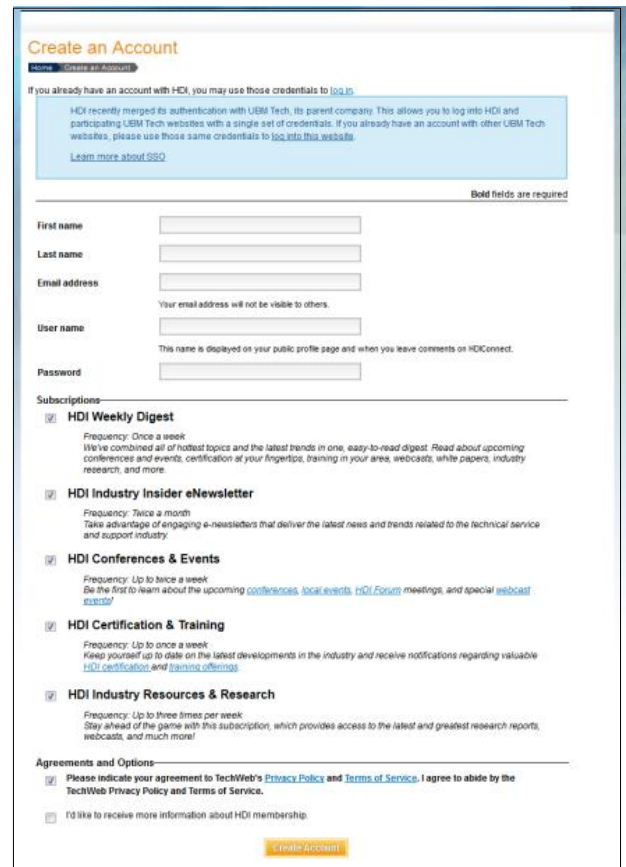
Nothing. The app is free on all platforms.

4. Why does the app require login credentials?

The HDI Reading Room requires you to enter your ThinkHDI.com login credentials when you launch it for the first time. You'll only have to enter these credentials once to access the app (unless you sign out). Access is restricted to credential-holders because, while *SupportWorld* is available to community members without restriction, future content will be available to paid members and registered learners only (e.g., the HDI Practices & Salary Reports, manuals for HDI certification and training courses).

If you aren't a community member, registration is easy—and free! Simply complete the form at www.thinkhdi.com/member/register.aspx. Also, be sure to subscribe to the HDI Industry Resources & Research list to ensure you receive notifications when new content is uploaded to the website and/or the app.

If you're an existing community member or full member and you can't remember your password, you can reset your password here: www.thinkhdi.com/member/forgotpassword.aspx.



Create an Account

[Home](#) [Create an Account](#)

If you already have an account with HDI, you may use those credentials to [log in](#).

HDI recently merged its authentication with UBM Tech, its parent company. This allows you to log into HDI and participating UBM Tech websites with a single set of credentials. If you already have an account with other UBM Tech websites, please use those same credentials to [log into this website](#).
[Learn more about SSO](#)

Bold fields are required

First name

Last name

Email address
Your email address will not be visible to others.

User name
This name is displayed on your public profile page and when you leave comments on HDIconnect.

Password

Subscriptions

HDI Weekly Digest
Frequency: Once a week
 We've combined all of hottest topics and the latest trends in one, easy-to-read digest. Read about upcoming conferences and events, certification at your fingertips, training in your area, webcasts, white papers, industry research, and more.

HDI Industry Insider eNewsletter
Frequency: Twice a month
 Take advantage of engaging e-newsletters that deliver the latest news and trends related to the technical service and support industry.

HDI Conferences & Events
Frequency: Up to twice a week
 Be the first to learn about the upcoming conferences, local events, HDI Forum meetings, and special webcast events!

HDI Certification & Training
Frequency: Up to once a week
 Keep yourself up to date on the latest developments in the industry and receive notifications regarding valuable HDI certification and training offerings.

HDI Industry Resources & Research
Frequency: Up to three times per week
 Stay ahead of the game with this subscription, which provides access to the latest and greatest research reports, webcasts, and much more!

Agreements and Options

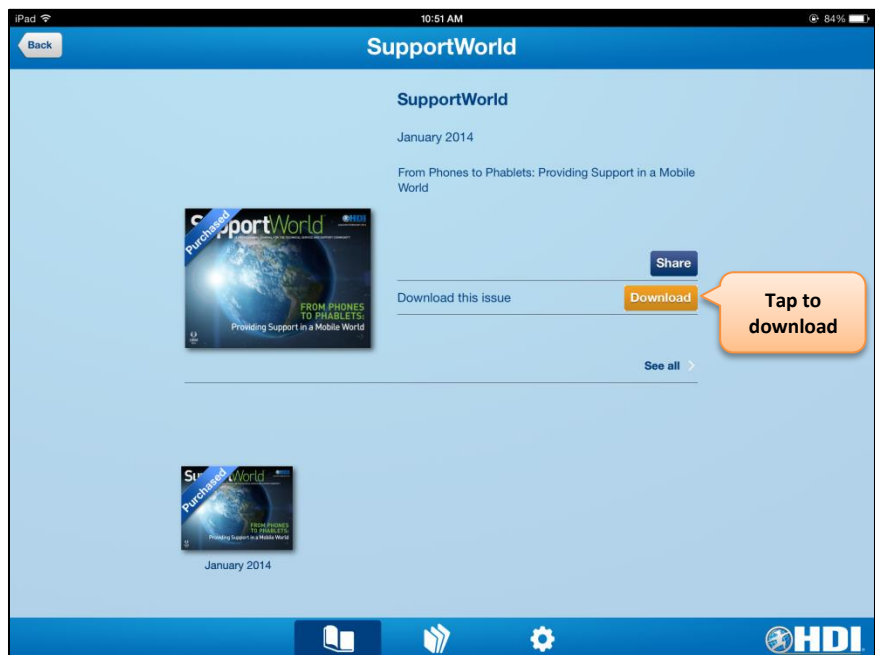
Please indicate your agreement to TechWeb's [Privacy Policy](#) and [Terms of Service](#). I agree to abide by the TechWeb Privacy Policy and Terms of Service.

I'd like to receive more information about HDI membership.

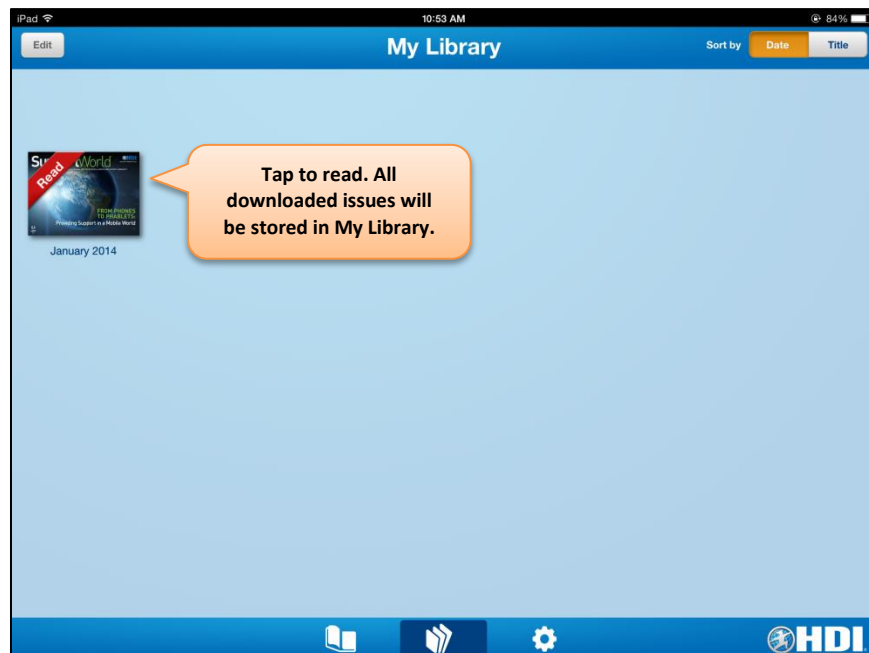
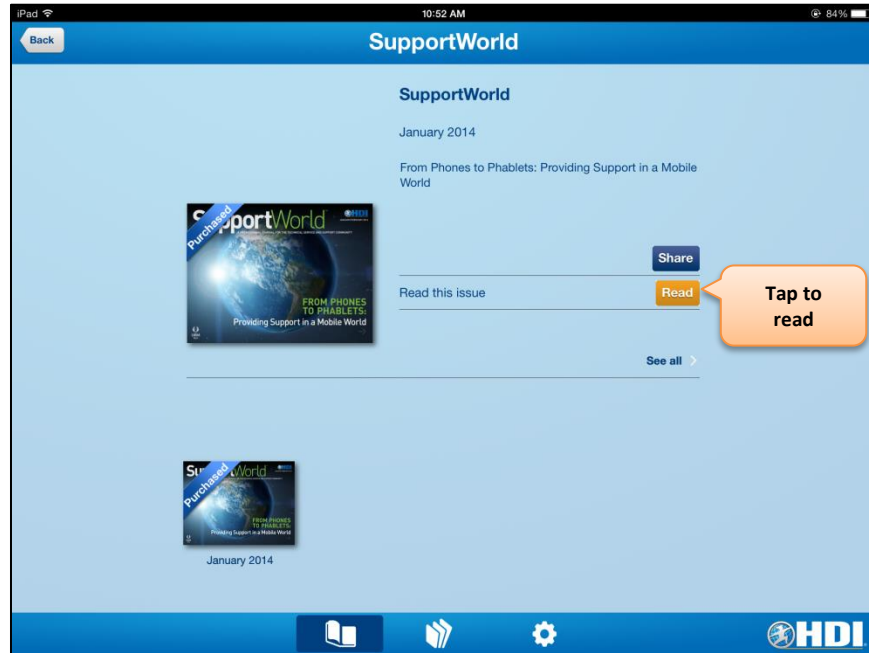
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5. How do I access a new title/issue?

Once you've loaded the app and signed in, you can access new issues by tapping on the cover on the right side of the screen ("Now in HDI Reading Room"). Tap "Download" to download new titles/issues to your device; once the title/issue has downloaded completely, it will be available in your library.



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6. Will downloaded titles/issues take up space on my device?

Yes. You can set the maximum capacity you want to assign to the archive by going to Settings > Storage. Once you've reached the limit, you'll receive a warning that prompts you to remove titles/issues from the archive.



7. How will I know when new issues are available?

When you first log in to the app, it will ask you if you'd like to receive push notifications. If you turn notifications on, you'll receive a notification when new content is made available on the app; as new titles are added to the app (e.g., the HDI Practices & Salary Reports), you'll be able to turn notifications on or off for each title. You'll also receive notifications when content in the app is updated.

We will also send email notifications to those who opt-in to the HDI Industry Resources & Research list in the Subscription Center. Please be sure to subscribe to that list to ensure you receive notifications when new content is uploaded to the website and/or the app.

8. How do I access supplemental content within each issue?

Wherever possible, we'll provide links for further information or additional resources. When you tap on those links, a browser window will open within the app and you'll be taken directly to those resources. Some of those resources will be third-party, ungated resources; some will be ungated resources at ThinkHDI.com. Others will be members-only HDI resources (e.g., the HDI Practices & Salary Reports); in those cases, you'll need to sign in to ThinkHDI.com from within the app's browser. If you tell the browser to remember your credentials, you won't need to log in again to access any members-only resources referenced in an issue, provided you're a full HDI member.

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9. How do I become a member?

To become an HDI member, visit www.thinkhdi.com/membership/levels.aspx to learn more about the various levels of membership. Once you've selected a membership level, simply click "Buy Now."