

Frequently Asked Questions (FAQ)

What is an eBook?

An eBook is an electronic teaching aid, meaning the teaching material is available on your tablet or computer.

What should I do if I forget my login information

Please contact Edubase by email or phone +41 (0)56 675 75 60.

Am I obliged to register?

Yes. Ideally, you should register right from the start. You can select your own user information. Registering allows you to save your notes so that you can retrieve them if, for example, you lose your device.

How to deal with the loss of my tablet and subsequently my eBook?

If you registered the first time you used the service, your notes are not lost. We will retrieve your notes for you. Please contact Edubase by email or phone +41 (0)56 675 75 60.

Are my notes lost if my login is no longer accessible?

No. If you registered at the beginning, your notes are not lost. We can retrieve them for you.

Of what use is an eBook to me?

You can read it anywhere without having to carry heavy books. You will not forget to bring it along. You can use many value-added functions.

What are value-added functions?

Value-added functions are tools that offer an added value to the eBook as a teaching aid. This means that you can insert your own notes, highlighting, photos and audio comments. A search in one or more teaching aids and on the web enables optimal learning. An overview of the teaching material is clearly displayed thanks to bookmarks and the linked table of contents.

Can I read the eBook on my e-reader?

No, eBooks from Edubase cannot be read on an e-reader. This is because learning needs the optimal display of graphics and tables. The flexible layout technology (the text adapts to the screen) does not support your learning.

Which devices does the eBook work with?

Electronic books work on tablets with IOS Apple or an Android operating system and on any device from where you can download the Edubase app through the App Store or Play Store. Furthermore, the app can be downloaded to Android smartphones. There is also a desktop-browser solution working via the web browser (internet browser) on the link **app.edubase.ch**.

How can I access the eBooks from the computer with my login?

Click on the following URL **app.edubase.ch** and connect using your login on the top right.

How can I download the app from the store?

E-books work through the Edubase free app. The app is available in the App Store and Google Play Store. Furthermore, it is possible to access it via your PC's browser. With an internet connection and your login, you will be able to directly access your e-books. You will find further instructions at **www.edubase.ch**.

Why is it impossible to add a picture taken with the device camera to the eBook?

The first time you use this function, the app will ask «Do you allow XY to access your camera?»; if the access is denied, the picture remains black. You can change the settings in the iOS (also settings in the Edubase app – switch the camera «on»).