



FAQ

Do I need to create a Glose account before I redeem my ebook?

No. In fact it is easier to redeem your ebook first. It will then walk you through the account creation steps so that you can read the book on the device of your choice. After entering the redemption page, select the "Redeem" button. You will then be prompted to create a new account. After you've created your account, you will be redirected to a confirmation page with follow-up steps detailing how to read your ebook.

I've successfully redeemed my ebooks. Do I have to be connected to the internet in order to read it on my smartphone or tablet?

You are not required to be connected to the internet to read ebooks on Glose. You do, however, need to be connected to the internet in order to download ebooks to your device so they're available for offline reading.

Which devices can I use to read ebooks on Glose?

Glose ebooks can be read on :

DESKTOP: your Mac or PC web browser, through our website www.glose.com

SMARTPHONES AND TABLETS : through our apps.

- Glose for iOS (iPhone, iPad) : you can use this link through your mobile browser. <https://itunes.apple.com/gb/app/glose-social-ebook-reader/id896681871?mt=8>

- Glose for Android (smartphone and tablet)
: <https://play.google.com/store/apps/details?id=com.glose.android>

How can I edit my booklist and delete books from my account?

On the web, go to www.glose.com and connect to your profile. If you want to edit your booklist, just roll over the covers of the books you want to delete, and click on the cross to delete them from your list.

On your smartphone or tablet: go the Glose app. Go to the “My Books” menu, and click the button “Edit” on the top right corner of the page. Once your booklist is on Edit mode, then just click on the button “Delete” on the covers of the books you want to delete. Super easy.

How do I get new books into my account?

Glose helps you redeem free or discounted ebooks through special operations with Simon & Schuster. But Glose is also an ebookstore that you can browse to find ebooks on your own. So once you have an account, you can purchase or read ebooks for free, by going into our ebookstore section : <https://glose.com/bookstore>. You should know that you can start reading any of our ebooks for free there, up to 10% of the content.

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An ebook you redeem or purchase on Glose can be read on Glose only (through our website, or apps) and cannot be sent to an e-reader at this point, whether it's a Kindle, Nook, or Kobo. That is due to the specific formats these devices require for the files they distribute.

You can read through www.glose.com through the browser or Nook HD and Kindle Fire.

How can I get help if something is not working?

Our support team is available anytime. Two solutions to reach them :

- Write an email to hello@glose.com
- Go to www.glose.com and use our customer support module on the bottom right of the page. See the two bubbles? Click on them and write us a message!

What's special about reading with Glose?

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- Easy archiving of your favorite quotes “ when you read on Glose, just click on the sentences that inspire you. One click is enough to highlight the sentence, and automatically save it to your profile.
- Add annotations: on Glose you can add annotations to the margins of the books you read. Annotations can be text, links, photos or videos.
- Easy sharing to social networks: on Glose, you can click on a sentence and share it with your friends through Facebook, Twitter, Email etc... Share the interesting quotes with your family, friends, or team.