# FAQs

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General ReadCube FAQs are available here: http://support.readcube.com/knowledgebase

## 1. What is ReadCube?

ReadCube lets you rent and purchase articles instantly and affordably. You can read online or download articles with the free ReadCube Desktop application or mobile apps – for free download go to www.readcube.com.

You can buy an article via ReadCube whether you find it in the desktop app or linked from the Wiley Online Library. Once you preview the article just click the Get PDF / PDF icon to buy access.

For more information on and answers to frequently asked questions on ReadCube please visit:

http://support.readcube.com/knowledgebase

## 2. What are the three purchasing options available through ReadCube Checkout?

ReadCube Checkout comes with three different pricing tiers that allows potential customers to choose from more affordable access options.  These include:

- 48 hour rental
- Permanent cloud access
- Full PDF Download

For more information visit the page found here.

## 3. About ReadCube Checkout

For more extensive information on ReadCube Checkout, please visit the page found here.

## 4. How can I buy instant access to Wiley Online Journal articles using

## ReadCube Checkout?

ReadCube Checkout is now available for Wiley Online Journal customers to purchase instant access to individual articles that are otherwise unavailable through a personal or institutional subscription. The below instructions explain how to make an article purchase using ReadCube Checkout:

1) When you try to access a restricted full-text article, you will see the ReadCube Checkout options listed on the paywall page. The purchase options can include Rent, Cloud and PDF.



2.) Choose any of the three purchasing options. To see a free first-page preview of the article in the ReadCube Web Reader, please click the "free preview" thumbnail image.

3.) After choosing a purchase option, create a new ReadCube Account or log in with an existing one. During login or registration, you can also use your Facebook or Google account credentials to expedite this process. Please note that you need to use the same ReadCube account (whether it was created with an email address, Facebook or Google) to log in to all of your ReadCube apps in order for purchased articles to sync to those apps.

checkout          login      billing      purchase

readcube

**f** | Connect          **g+** | Sign In

OR

Email

Password

LOGIN

Don't have an account? Sign up for free          Forgot your password?

4.) Enter your credit or debit card information as indicated in the checkout window and click "Review Purchase."

checkout — login · billing · purchase

Powered by readcube

Enter your credit card details:

Card Number | CVC Code

Valid thru | MM / YYYY

Name on Card

Billing Address:

Country

Zip Code

Review Purchase

5.) Verify the purchase details, and click the "complete purchase" button to finish your transaction.

6.) After purchasing an article, you can access it with the options presented in the confirmation screen and when you return to the article paywall page. You will also receive an emailed receipt. The purchased article will automatically sync to any ReadCube apps that are logged in with the same account. In addition, you can review your purchase history and download receipts from your ReadCube account page anytime

## 5. How can I download a PDF from Wiley using the ReadCube Web Reader?

The ReadCube Web Reader is now available directly from 100+ Wiley Online Library journals and Cochrane Database of Systematic Reviews.  So long as you have access to an article (either from a personal subscription, proxy, or through a university login), you can navigate directly to the ReadCube Enhanced PDF from an article page, search page or table of contents page using any of the 'PDF' options.  After navigating to the Enhanced PDF within the ReadCube Web Reader, you will notice a ReadCube Toolbar along the bottom screen.  Choose the "Download PDF" option to immediately download the article to your computer. Visit the page found here, to find out more.

## 6. Why can I not see my purchase? / How can I get to my purchases through the ReadCube Web Reader?

Having trouble finding an earlier purchase made using the ReadCube Web Reader?  You can easily do so directly through the ReadCube Web Reader, or right from www.readcube.com! While viewing an article, click on the "ReadCube" icon located in the bottom left.  From here, choose "purchase history."

Visit the page found here, to find out more.

## 7. How do I get to my receipt?

All Wiley purchases should automatically send receipts to the e-mail address you used to create your account.  If for some reason you cannot find your receipt in your inbox, check your spam and trash folders.  If you still cannot find it, the best way to get your receipt resent to your account is to access your Purchase History.  Your Purchase History is available directly on www.readcube.com/account on the lower half of the page.  From here, you can view the invoice in PDF form.

Visit the page found here, to find out more.

## 8. How can I purchase articles without a ReadCube account?

Unfortunately, as is standard for online transactions we require a certain amount of account details to make purchases.  This is to protect us against fraudulent and unrecognized credit card claims, which would otherwise be impossible for us to prove and would destroy our ability to function as a business.

[Visit the page found here, to find out more.](#)

## 9. Why can't I print out an article I just paid for?

If you've just used ReadCube Checkout to purchase an article. you may be viewing it in your WebReader and find yourself unable to print the article out.  Here's 3 things to watch out for!

**1.) Make sure you're logged in using the account you made your purchase with.**

At the bottom left corner of the display when reading an article in our Web Reader, you may notice a sign in/sign up button.  Make sure that you are logged in using the same account you used to register when you made your purchase - otherwise, we will not be able to determine that you have access to this article.

**2.) Use ReadCube's print button.**

If you use the print button associated with your browser (or press CTRL+P), you will print out the ReadCube UI in addition to the article, and it will be mostly illegible.  We suggest you use the print button available at the bottom of the ReadCube Web Reader UI.

**3.) Make sure your purchase type has access to print the article.**

[Visit the page found here, to find out more.](#)

## 10. What is the ReadCube Web Reader?

[Visit the page found here, to find out more.](#)

## 11. More FAQs can be found on the ReadCube Web Reader

[Visit the page found here, to find out more.](#)