

# MEMBERS' LIBRARY FAQ



## **Will the APWA Members' Library work with my handheld device?**

In most cases the answer is yes. The technology used by the APWA Members' Library is compatible with current Windows based handheld devices. If you encounter issues playing audio and video files on your handheld device please contact the device vendor or technical support to ensure you have the latest browser software installed on your device.

## **Will the APWA Members' Library work with my iPad?**

The APWA Members' Library will not function correctly on the iPad, iPod, iPhone. APWA is working to develop a new media player that is supported by these devices.

## **Will the APWA Members' Library work with my Macintosh?**

The APWA Members' Library does work on the latest version of Apple Safari.

## **I have logged in, but every time I try to access the APWA Members' Library I am taken to the home page?**

The APWA Members' Library is an added benefit for active APWA memberships. If your APWA account is inactive for any reason you will need to contact APWA Membership at (800) 848-APWA or email [membership@apwa.net](mailto:membership@apwa.net) to update your account.

Users of Free APWA Accounts will need to contact APWA Membership as well and update your APWA Free Account to a full APWA Member Account.

## **What is RTMP Port 1935 and how do I know if it is open?**

Real Time Messaging Protocol (RTMP) is a proprietary protocol developed by Macromedia for streaming audio, video and data over the Internet, between a Flash player and a server.

If you can view the videos or listen to audio offered by the APWA Members' Library then the RTMP Port is open. If not, then you will need to consult your local IT Department or Security Software Manual for information concerning how to configure your firewall and security software.

## **How do I update my Flash Player or Adobe Reader?**

You can update your Adobe products by going to [www.adobe.com](http://www.adobe.com). You will find a link for each product on the Adobe homepage. Select the product you wish to update and follow the vendor's instructions.

## **How do I search for a specific title?**

To locate a title you are interested in viewing, select the subject category of the title. All titles available in the selected category will be displayed in the Related Resources area. To do a keyword search of titles, use Ctrl+F and a special search bar will appear. The search bar at the top of [www.apwa.net](http://www.apwa.net) will not search for items within the Members' Library. A full Library search feature will be added in a future release.

## **Is there a list of everything that is in the library?**

No. The APWA Members' Library does not include a list of all titles at this time. An index page is scheduled for a future release.

## **Can I suggest a subject category or offer feedback?**

Yes. We welcome all suggestions and feedback. Just use the "Feedback and Support" link located at the bottom of all APWA webpages. Our support staff will ensure that your comments and requests are presented to the APWA Members' Library Staff.

## **What do I need to use the APWA Members' Library?**

The APWA Members' Library is designed to allow you to access our products on most internet browsers. To enjoy the best possible experience your system will need to meet these minimum system requirements.

## **Who should I contact if I am having issues with a title or find a title in the wrong category?**

This is YOUR library so we welcome all feedback and will make revisions as applicable. You may submit your comments by using the "Feedback and Support" link located at the bottom of every APWA page.

## **System Requirements**

- Internet Explorer 7.0 or any Mozilla-based browser.
- JavaScript Enabled
- A screen resolution of at least 1024x768
- Adobe (formally Macromedia) Flash Player 8.0+
- RTMP Port 1935 (required for streaming)

