FAQ Mein Libri

We have summarized the most important questions about the customer portal **Mein Libri**.

1. When does the admin password expire?

2. How to change the password when I first log in?

3. What are the password rules?

4. What to do, if I've forgotten my password?

5. Is there an automatic logout?

6. How to accept the terms of use and the privacy policy?

7. How to create accounts for my staff?

8. When does the link in the automated registration email expire?

9. Which areas of the portal are accessible for my staff?

10. How to print or download accepted contracts?

11. What to do if I have further questions?

FAQ Mein Libri

1. **When does the admin password expire?**
   - The password, you've received for the first login, does not expire.

2. **How to change the password when I first log in?**
   - When you first login, you will be prompted to change your password. You can change the password in the "Change Password" screen.

3. **What are the password rules?**
   - For security reasons, the password must be at least 8 characters long and contain a character from the following groups: lowercase, uppercase, numbers, special characters.

4. **What to do, if I've forgotten my password?**
   - Please click on the button "Forgotten password?" below the login screen, enter your customer number and user name, and click on "Change password".
   - Then we will send you an automatically generated e-mail, which contains a link to reset your password.

5. **Is there an automatic logout?**
   - After being inactive for more than 120 minutes, you will be automatically logged out of the portal **Mein Libri**.

6. **How to accept the terms of use and the privacy policy?**
   - The terms of use and the privacy policy are displayed only to you as owner or administrator and you will be prompted to accept them.
   - After reading the displayed text you will find a confirmation button at the end of the page. As soon as you click on this button, the portal **Mein Libri** will be available to you.
   - If changes to the terms of use and/or the privacy policy occur, the updated texts will be displayed during your next login. You need to confirm the changed terms in order to use the portal **Mein Libri**.
   - We will also ask you to accept the updated terms of delivery and payment.
   - The current versions of the contracts are displayed in the section Profile > Contracts.
   - Your employees can use **Mein Libri** only after you, as administrator, have confirmed the updates.

7. **How to create accounts for my staff?**
   - Go to the menu item "Profile > Edit/add staff".
   - Click on the button "Add staff member".
   - Enter the name and other details for your staff in the respective fields.
   - It is mandatory to enter a personal email address, as an automated email with the login details is sent to this address. This email contains the user name and a personalized link for the employee.
   - You can choose a user name. If the field is left blank, a user name is automatically generated after saving the staff data. It will then be displayed in the field username.
   - For your employee to receive the login details, you need to set the checkbox "Create login for portal"
   - All users in your **Mein Libri** account use the same customer number. It is your booktrade identification number for members or the free-range number assigned to you by Libri.

8. **When does the link in the automated registration email expire?**
   - If you add a new staff for the portal **Mein Libri**, he receives an automated email with a link to complete the registration process. This link is valid for 10 hours.
   - After this period, the employee can use the function "**Forgotten password?**" on the login screen. After entering the customer number and the user name he receives a new link to finish the registration process.

9. **Which areas of the portal are accessible for my staff?**
   The portal **Mein Libri** has different user groups that are assigned to different permissions within the portal. All user groups have the following rights:
   - **Place Orders:** Search and Order[1] | Place orders | Bestseller
   - **Orders:** Orders | Reservations
   - **Delivery:** Delivery notes and credit notes | Returns | Advise notes[2] | Package overview
   - **Knowledge:** Academy | Training documents | Business Information | Sales support
   - **Help & Contact:** Help & Contact
   - **Profile:** Change (own) password | Postbox

   Apart from these general rights for all users, the user groups have the following permissions:

	INVOICES AND CREDIT	TURNOVER	DEPUTY ADMIN	OWNER
ACCOUNT				
Invoices and credit	✔		✔	✔
Turnover		✔		✔
Agreements and conditions				✔
SERVICE				
Account settings			✔	✔
Services & Products				✔
Digital Contracts				✔
PROFILE				
Edit/add staff			✔	✔
Change address			✔	✔
Contracts			✔	✔

[1] Available in the paid version of **Mein Libri**.

[2] For publishers enclosures transported by Booxpress.

10. **How to print or download accepted contracts?**
    - At the moment you can print via your browser: **strg p** is the right combination on your keyboard.
    - Currently the download is possible using the following keyboard shortcut: **ctrl s**. The shortcut **strg j** is used to open the folder, where you can find your downloads.

11. **What to do if I have further questions?**
    Please contact Libri Customer Service.
    - Phone: +49 (0) 40 85398 9707
      Email: mailto:customer-service@libri.de