

## Frequently Asked Questions

### **I have created my Culturethèque account. What do I do now?**

Once you submitted the form to create your account, just click on SIGN IN (or CONNEXION) and enter the login and password you created. The page will reload and you will be able to browse our collection of electronic documents and download or stream them.

### **Why does it say my account will only be valid for 24 hours?**

Culturethèque is only available to the members of participating Alliance Françaises, such as FIAF. However anybody can try Culturethèque for 24 hours. After that, only members of a participating Alliance Française will be able to keep using Culturethèque.

### **Do I have to be a FIAF member to use Culturethèque?**

Yes, you have to be a member of FIAF or another participating Alliance Française. However, you can try Culturethèque for 24 hours for free, even if you are not a member of an Alliance yet.

### **What is the difference between downloading and streaming?**

When you download a document, it means it is installed on your computer or tablet. You can still access it even if you are no longer connected to the Internet. You can also transfer it from your computer to your ebook reader.

When you are streaming a document, you are reading or watching it “live” on a computer or tablet that is connected to the Internet. You cannot transfer it to a reader to read later. When you watch a movie on Netflix or a video on Youtube, you are streaming.

### **How much does it cost to use Culturethèque?**

It's **free**! All you need is to be member of a participating Alliance Française. Even better yet, there are no late fees for eBooks. They will simply disappear off your reader when their loan period has ended.

### **Can I download books on my reader or do I have to read them on my computer screen?**

It depends. Some eBooks are available for download, but others can only be read online. You will be instructed which is which when you click on the link to open a book. Unfortunately, the Culturethèque ebooks cannot be downloaded to a Kindle.

### **Can I download videos to my computer or tablet?**

No, videos are only available for streaming, like Netflix or Youtube.

### **Are there French movies on Culturethèque?**

No, but there are cartoons and TV programs for kids, as well as music concerts and learning videos.

### **Are songs available on Culturethèque?**

Absolutely! There are now over 26,000 songs of all types on Culturethèque for your listening pleasure. They are available for streaming only (like Spotify or Utube) (IDTouch)

### **Can I download French magazines on my computer, reader or tablet?**

No, they are available for streaming only. More than 250 magazine titles are available on Culturethèque. You cannot download them on your computer, reader or tablet, but you can read them online using

your computer or tablet, in the same way you would read the online edition of *The New York Times*, for instance.

**When will my Culturethèque account expire?**

The expiration date of your Culturethèque account is the same as the expiration date of your FIAF or Alliance Française membership.

**How do I download an ebook?**

Download the [OverDrive app](#) which is available for your iPhone®, iPad®, Android, Chromebook, Windows Phone, Windows 8 & 10 in order to download ebooks and audio books. Note that once downloaded, there is no need to add the Haskell Library as your ebook lending library. Simply create an OverDrive account, then download a book and if prompted, open it with OverDrive.

**Why am I getting error messages when trying to download books or access videos?**

Please refer to the following document to answer your questions:

<http://www.fiaf.org/library/documents/Culturetheque-technical-issues.pdf>

**I cannot remember my password. How can I reset it?**

Try entering your password, and if it is incorrect, you will get a prompt to reset it.

**I cannot remember my user name. How can I reset it?**

If you cannot remember your user name, contact your AF Library or [culturetheque@alliance-us.org](mailto:culturetheque@alliance-us.org)

**Can I connect to Culturethèque when I am travelling outside of the US?**

For legal and commercial copyright restrictions, you can only access CT from an IP address that is recognized as American.

**I am connected to Culturethèque but I can't seem to consult ToutApprendre.com despite several attempts.**

Access is often not possible if the maximum number of simultaneous users has been reached. Try again a little later. Also note that some Mac and Linux computers and certain tablets cannot access all of the training modules.

For any other questions, contact [culturetheque@alliance-us.org](mailto:culturetheque@alliance-us.org)