

## getting started

- **Note:** you must create an account through the website prior to using the app.
- Go to [www.creativebug.com/lib/middlesexlibrary](http://www.creativebug.com/lib/middlesexlibrary)
- Log in using your library card number (include the zero, no spaces) and PIN (typically the last four digits of your phone number).
- Create your account. An email address and password are required; first and last name are optional.
- Continue using Creativebug from your web browser or download the app (available for iOS 10.0 and Android 4.4 & up) or both! Log in to the app using the same email address and password used to create your website account.



## navigating creativebug

- On the website classes can be found by searching for keywords, browsing through **All Classes** or selecting a topic from the drop down menu (hover your mouse over the word **Classes** at the top).
- When viewed in a web browser, each class has the following tools: **Description** (overview of the class), **Chapters** (each chapter is a separate video), **Materials** (equipment and materials used), **Gallery** (uploaded images), **Notes** (add your own notes), **Watchlist** (add class to your list) and Transcript (text of the audio).
- In the app, classes can be found on the **Explore** screen. Browse all classes or filter by topic.
- In the app you can view the Description, Materials and Chapters by selecting the desired option directly below the video. The gallery and discussion can be view by scrolling down your screen, and you can add a class to your watch list by tapping the bookmark icon. Notes and transcript are not available.
- App users can download classes for offline use. Download individual chapters by tapping the grey arrow button (will turn red once downloaded) or download the entire class by swiping the **Download to My Classes** button to the right. You can set the amount of device storage creativebug is allowed to use in your settings.
- Some classes have PDF patterns available for download and to print. On the website, scroll down to the bottom of the class description and look for the red PDF download button. In the app, "PDFs" will appear to the right of Chapters directly below the video.

## things to know

- Access to Creativebug is available free of charge to Middlesex County Library patrons, provided they create their account using their library card number and PIN. At no time are library patrons required to pay for Creativebug.
- When logged into your account through a web browser, you can view your "Subscription Status". This should read "Active courtesy of Middlesex County Library".
- On the account screen of the app, under **subscription** it may indicate that you are using a 7-day trial version or are "billed annually". Please disregard; there is no reason to upgrade or restore your subscription (the upgrade button should appear greyed out) and your access will not end.

## additional help

- View the Creativebug tutorial on Niche Academy by visiting [my.nicheacademy.com/middlesex](http://my.nicheacademy.com/middlesex)
- Find additional help at <https://creativebughelp.zendesk.com/hc/en-us/sections/201233118-FAQ-s>
- Contact your [local branch](#) or email [librarian@middlesex.ca](mailto:librarian@middlesex.ca) for further assistance



library.middlesex.ca

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