



Frequently Asked Questions

General

What is OnePlay?

OnePlay offers a digital gaming service, where users can instantly download and play unlimited PC and Android games for free with an active library card. All games are checked out and downloaded via the desktop or Android app.

Who has access to OnePlay?

Any active library patron with a proper library card/barcode may create a library collection account and check out games. Your local library information desk or reference staff can answer any questions regarding your library card account.

What are the Minimum Requirements?

- PC app minimum requirements Windows Vista, Windows 7 or higher
- PC game minimum requirements will vary and are provided for each game prior to checkout/'download'
- Android app minimum requirements Android 2.3 or above. Android devices and Kindle Fire compatible.
- Android game minimum requirements will vary and are provided for each game prior to checkout/'rent'

What is the average game size?

PC and Android game sizes vary widely depending on the game. All games show the memory required prior do download/checkout.

Do I need to be online to checkout/download a game?

Yes, the checkout and download require an Internet connection.

Do I need to be online to play a game?

After download the game may be played offline.

Am I able to access my game account on more than one computer or mobile device?

Yes, you may use multiple desktops or mobile devices with your single username and password. *Please note: Although your account is accessible, please be aware that games are device (PC or Android) based.*



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Do I have to log in twice?

Your one account in your library collection enables the OnePlay games online and the Android app. You may be prompted to log in using your library collection account credentials when opening the app and activating a game.

The Android app is activated through the same library collection account. The Apps require a one-time log-in with the same log-in credentials as your library collection account.

Some games may require you to validate your account with the same log in (email/password) as your library collection account.

How do I find user documentation?

User documentation is located in the Help link. User documentation is located in the Help link. You can download the user guides provided by RBdigital Gateway.

How do I watch an overview video?

The overview video is located through the Help link with specific short videos for desktop and mobile devices. You can access the video by choosing the “Watch a Tutorial” option.

What is the RBdigital Gateway?

The RBdigital Gateway is the service partner for your local library’s OnePlay collection. RBdigital is part of Recorded Books, a global independent publisher of audiobooks and library educational and online services.

Library Collection: Creating an Account/Log- in

What is a library collection account?

The library collection account provides access to your local library collection and allows you to check out and play games.

You can change your email and password in your personal preferences within the RBdigital Gateway. You can update your login information for OnePlay by going to the OnePlay application and clicking “My Account”

How do I create a library collection account?

Go to your libraries RBdigital page, click “Create Account” in the upper right hand corner.



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When creating the library collection account, you will need to enter a username, an email and a password. You will log in to your library collection account with the email and password entered during the account creation step.

Why do I need a library collection account?

A library collection account is required to ensure you are an active member of your local library. The account enables you to check out and play games at no charge, as well as keep the games in your personal collection without having to return the games.

I already have an RBdigital Gateway account. Can I use it for logging in to OnePlay?

Yes, if you already have an RBdigital Gateway account, you can log in as a returning user with the same email and password credentials.

How do I change my password/game activation code in the OnePlay PC or Android App?

You do not need to change your game activation code (log in password.) You will need to change your game activation code (log in password) if you change your library collection account password.

[ClickHere](#) for a one-minute video on changing your activation code (your log in password.)

Do I have to log in before accessing the OnePlay collection?

No, you'll be prompted to log in during the checkout process.

Searching the Collection

- **How do I know what is in the OnePlay game collection?**
From the PC App (NOT from within the browser) Click the magnifying glass in the Search, located in the upper center of the VIP Game pages and search by key word or title. You can also filter by Genre, Age rating, User rating, and Sort by options.
- **How do I do a genre search?**
Click the Any Category drop-down box located in the left side of the collection pages. Scroll to the desired genre and the available magazines will be listed.



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- **How do I do an age-rating search?**
Click the All rating drop-down box located in the middle of the VIP Games collection page. Scroll to the desired age rating will be listed.
- **How do I do a user-rating search?**
Click the All rating drop-down box located in the middle of the VIP Games collection page. Scroll to the desired user-rating will be listed.

Checking Out a Game

How do I access OnePlay?

1. First you need a registered OnePlay account through your local library.
2. Activate your OnePlay account on the OnePlay.com site.
3. Download the OnePlay App for PC (or Android) – Note: ALL games are downloaded via an app, (Online browser games are not part of the OnePlay VIP Library Collection service.
4. Search for your game.
5. Select 'Download' on PC or 'Rent' on Android device.
6. Confirm you selected the correct game by selecting on the game detail page 'Download' on PC or 'Rent' on Android device.
7. Activate game with email/password used to log into OnePlay.
8. Install Game – Note: No activation code/token required for OnePlay VIP Library Edition through your library, only your email/password may be requested to validate the game.

Why do I see prices next to the OnePlay games?

Pricing is for clients outside the library community. Prices show when you are not logged in with your library account.

How do I download and register a game?

1. First you need a registered OnePlay account through your local library.
2. Activate your OnePlay account on the OnePlay.com site.
3. Download the OnePlay App for PC (or Android) – Note: ALL games are downloaded via an app, online browser games are not part of the OnePlay VIP Library service.
4. Search for your game.
5. Select 'Download' on PC or 'Rent' on Android device.



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6. Confirm you selected the correct game by selecting on the game detail page 'Download' on PC or 'Rent' on Android device.
7. Activate game with email/password used to log into OnePlay.
8. Install Game – Note: No activation code/token required for OnePlay VIP Library Edition through your library, only your email/password may be requested to validate the game.

Missing drivers for your game?

DirectX drivers can be downloaded [here](#)

www.oneplay.com/materials/files/Directx.zip

Please launch the file : DXSETUP.exe after you have extracted the files

OA installer drivers can be downloaded [here](#)

How does the PC game rental work?

PC rental games are downloads only. You can choose between all available PC games with the "Download" button visible. It is currently more than 300 titles. All you need to do is download, activate, and PLAY. After you activate a game, you do not need an Internet connection to play. The system will check the subscription status on a regular basis. All games can be installed on 2 different PC's and played whenever you feel like it.

Please Note: You will need to log in to download games. To change this password please go to [YourAccountProfile](#).

Do I need an Internet connection to be able to play the games?

No, an Internet connection is only needed for activating the games.

How long may I play a game?

Each game is checked out, downloaded and played via a PC app or Android app and available as long as you have an active OnePlay account through your library. There is no limited checkout period.

How do I get the Android App?

You download the Android App from OnePlay.com -

http://www.oneplay.com/en/OnePlay_App

[ClickHere](#) for the Android App User Guide



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What to do if you encounter issues with your Virus Protection software.

OnePlay may not be added to your virus protection software's database. If that is the case you may need to deactivate your virus protection software to ensure that you are able to download games from our site. You may also add OnePlay.com to your virus protection software's list of safe sites. Please remember to reactivate your virus protection software after installing your game.

Where do I find my license key for activating the game?

Your log in account credentials (email/password) serve as your license key. Some games may require you to enter your email/password during the game activation step.

Support

How do I contact Support?

For North America, South America, Europe, Asia and South Africa library patrons - For support relating to your local library and setting up your OnePlay account contact your library Info Desk or [ClickHere](#)

For United Kingdom, Australia and New Zealand library patrons - For support relating to your local library and setting up your OnePlay account contact your library Info Desk or [ClickHere](#)

For support relating to downloading and accessing a game contact OnePlay Customer Support to our members 7 days a week. To submit an inquiry please select [Contact Us](#) or send an email directly to support@oneplay.com.

E-mail is replied within 24 hours Monday to Sunday during 10:00 to 21:00 CET.

Our chat support is available daily.
US Monday - Sunday: 9:00 to 15:00 EST

EU Monday - Friday: 09:00 to 21:00 CET
EU Saturday - Sunday: 15:00 to 21:00 CET

The chat feature is located on almost all pages.

Start of oneplay Zendesk Widget script End of oneplay Zendesk Widget script

For immediate answers to your questions, check out our FAQs. We look forward to assisting you!



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US +1 (702) 919-5052

Telephone opening hours:
Monday to Sunday: 09.00 - 15.00 EST

EU +45 38 41 40 00

Telephone opening hours:
Monday to Tuesday: 13.00 - 16.00 CET
Friday 12.00 - 15.00 CET

End User License Agreement – for playing OnePlay VIP Games

<http://www.oneplay.com/en/EULA>

COPPA Compliance – Children’s Online Privacy Policy - OnePlay

<http://www.oneplay.com/en/COPPA>

OnePlay Privacy Policy

http://www.oneplay.com/en/privacy_policy