



[ecampus.com](https://ecampus.com)

---

# 2024-2025

## ONLINE BOOKSTORE

---

# DIGITAL GUIDE

---



# CONTENTS

3	ACCESSING YOUR DIGITAL BOOKSHELF
4	SCHOOL-DELIVERED/SCHOOL FEES
5	eCampus.com EBOOKS POWERED BY VITALSOURCE
7	COURSEWARE FROM CENGAGE, PEARSON, OR VITALSOURCE
9	MASTERING & MYLAB FROM SAVVAS
11	MATHXL
13	SAVVAS REALIZE
14	REVEL FROM PEARSON
15	connectED/OPEN LEARNING PLATFORM FROM MCGRAW-HILL
16	ALEKS FROM MCGRAW-HILL
17	CONNECT FROM MCGRAW-HILL
18	MYHRW FROM HOLT MCDUGAL
19	HMHEd FROM HOUGHTON MIFFLIN HARCOURT
21	MINDTAP FROM CENGAGE
23	WEBASSIGN FROM CENGAGE
25	FLOURISH FROM KENDALL HUNT
27	PASSPORT FROM EMC/CARNEGIE
28	ACHIEVE FROM BFW/MACMILLAN
29	VTEXT & SUPERSITE FROM VISTA HIGHER LEARNING
30	FLEXTXT/EXPLORER FROM WAYSIDE PUBLISHING

# ACCESSING YOUR DIGITAL BOOKSHELF

Follow the steps below to access all of your digital products from one, central location.



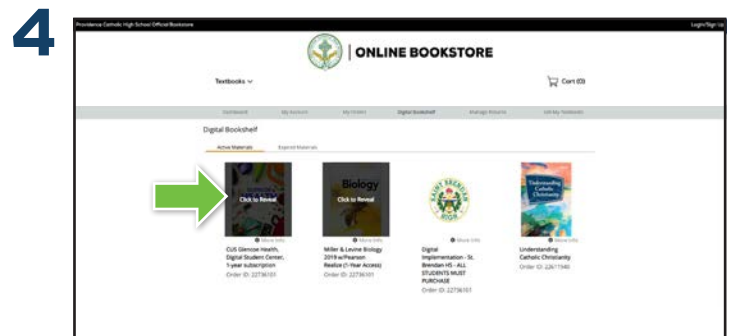
Go to [provcatholic.ecampus.com](http://provcatholic.ecampus.com).



From the **Textbooks** menu, select **Digital Bookshelf**.



Sign in using the **student's** login and password. If you're redirected to your My Account's Dashboard, simply select **Digital Bookshelf** again from the **Textbooks** menu.



To reveal your access information, click **More Info** under the product. Upon accessing the product for the first time, you will need to agree to reveal the non-refundable product. Follow any instructions, and links, that are provided to you.

Notes:

- There should be a link to your Digital Bookshelf on the Order Confirmation page, as well as any Order Confirmation emails.
- Digital materials should be available via your Digital Bookshelf throughout the entire school year, unless duration purchased is less than one year.

# SCHOOL-DELIVERED/ SCHOOL FEES

## SCHOOL-DELIVERED

Place Order > Fulfillment Period > Order Fulfilled on eCampus.com's Side > Receive Access Information From Teacher > Access Product

There are several different publishers whose products may be marked as school-delivered. It will become apparent that a product is school-delivered, after clicking **More Info** under the image of the product and seeing a message similar to "Teacher will distribute information about this item in class".

Due to the school setting up products marked as school-delivered, and not eCampus.com, the fulfillment period isn't as straightforward as with products that eCampus.com sets up. While the order/product may appear complete within your My Account and Digital Bookshelf, you may not actually obtain access to the product until school begins. Please note that login URLs and links may vary from what is displayed on your Digital Bookshelf for items that are setup by your school.

If you have questions or issues regarding a school-delivered product, please contact your teacher or the appropriate member of staff at your school.

### Common Issues and Resolutions

***My teacher says that they are not setting up a product that is marked as school-delivered. How do I get access to what was purchased?***

Contact eCampus.com Customer Service and provide your name/email, order number, the teacher's name, class the product is for, and any information that the teacher provided. eCampus.com will check with the school to verify who is doing the setup process.

## SCHOOL FEES

As soon as your order is placed, you will see the fee on your Digital Bookshelf, and it will appear as fulfilled/complete.

While the fee appears on your Digital Bookshelf, eCampus.com will not provide anything physical or digital in return. This is because eCampus.com only collects the fee on the school's behalf and does not distribute anything for it.

If you have questions about what specifically the fee covers, please contact your teacher or the appropriate member of staff at your school.

### Common Issues and Resolutions

***My instructor does not know what the fee covers.***

Contact eCampus.com Customer Service and provide your name/email, order number, teacher's name and the class that the fee was purchased for. We will reach out to the school and inform them of the situation and reach back out to you with more information.

# eCampus.com EBOOKS

POWERED BY VITALSOURCE

Place Order > Fulfillment Period > Order Fulfilled > Access product

Fulfillment, which is when the eBook is available on your Digital Bookshelf, can take anywhere from one to 24 hours.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

When initially accessing a digital product through VitalSource, you will need to create an account, preferably using your school email or the email that your Online Bookstore account is under. Once in VitalSource, if needed, click the account icon in the top right corner of the screen to finish setting up your account. It is important that you complete the process of setting up your account. Otherwise, you will likely encounter issues accessing your materials later on.

## Accessing eBooks

There are two methods that may be used to access your eCampus.com eBooks. However, the initial access for any eCampus.com eBook must be done through your Digital Bookshelf, using the **Online via Browser** instructions. Afterwards, you can use the Bookshelf App, if desired.

### Online via Browser:

On your Digital Bookshelf, click **More Info** under the image of the digital product and then click the **[Access]** button to be redirected to the book in VitalSource.

**VitalSource Bookshelf App download:** <https://support.vitalsource.com/hc/en-us>

The Bookshelf app login credentials will be different from the Online Bookstore ones, and these must be set up in order to access your eBooks through the app.

## Accessing Other eCampus.com eBooks

Once in VitalSource, via a browser, if you want to access a different product, simply click the back arrow in the top left corner to be redirected to your library. Here you should see any of your other VitalSource products, as long as it had been previously accessed through your Online Bookstore Account. If you have not yet accessed an eBook from your Digital Bookshelf, that must be done before you can use these instructions.

## Common Issues and Resolutions

***When attempting to access my VitalSource product, I received an error message.***

Please reach out to eCampus.com Customer Service with your your name/email, order number, the product that you received an error for, and the error message that you received. If you are able to send a screenshot, picture or video of what you are doing or the error you receive, that will help us resolve the issue sooner.

# eCampus.com EBOOKS (cont.)

POWERED BY VITALSOURCE

## Common Issues and Resolutions (cont.)

***I previously had access to my eBook, but am no longer able to access it. It also no longer appears in my Library within my VitalSource account.***

More than likely the duration that you purchased has expired. If you have questions, contact eCampus.com Customer Service with your name/email, order number and product that you believe you should still have access to and we will see what your options are.

***I accessed my eBook, but what is showing in VitalSource is either not correct or is only part of what I should have access to.***

Please reach out to eCampus.com Customer Service with your name/email, order number, the product that you purchased and what you are seeing/not seeing in VitalSource. We'll research the issue and get back to you with a resolution.

# COURSEWARE

Place Order > Fulfillment Period > Order Fulfilled > Reveal Access Code > Redeem Access Code on Publisher's Website > Access Product

Fulfillment, which is when the access code is available on your Digital Bookshelf, can take anywhere from one to 24 hours.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Please note that the URL that you'll need to redeem your access code varies, as it is based on the product adopted. More information should be provided when the code is revealed.

## VitalSource

On your Digital Bookshelf, under the image of the digital product click **More Info** and then click the **[Access]** button. This will redirect you to a page that should have a pop-up in the top right corner telling you to **Click to Reveal** your access code. Follow any prompts to reveal your access code and link to the publisher's platform.

When initially accessing a digital product through VitalSource, you will need to create an account, preferably using your school email or the email that your Online Bookstore account is under. Once in VitalSource, if needed, click the account icon in the top right corner of the screen to finish setting up your account. It is important that you complete the process of setting up your account. Otherwise, you will likely encounter issues accessing your materials later on.

## Cengage

Click **More Info** under the image of your digital product to reveal your access code, instructions and an **[Access]** button linking you to the product's website.

## Pearson

Click **More Info** under the image of your digital product to reveal your access code, instructions and an **[Access]** button linking you to the product's website.

## Common Issues and Resolutions

### ***VitalSource - I did not get a pop-up to reveal my access code.***

Click the back arrow in the top left corner > Click the account settings icon (silhouette in circle) in the top right corner > From the menu that appears, select "Account Information" > If prompted, complete the account setup process > This needs to be done before they can continue > When the User Info page comes up, click "Resources" on the right side of the screen > Click the Access Codes (#) tab, below the Resources header. This is where any access codes that have been delivered via VitalSource, will be displayed.

# COURSEWARE (cont.)

## Common Issues and Resolutions (cont.)

***VitalSource - I have multiple codes, for the same product, in my VitalSource account. How do I know which one is the more recent or correct one?***

Unfortunately, there isn't an easy way to tell which one was purchased when. However, if you reach out to eCampus.com Customer Service with your name/email, order number, the product in question and the codes that you received, we can see what we can find out for you. Sometimes, reaching out to the publisher is also an option.

***VitalSource/Cengage/Pearson - When attempting to reveal my access code, I received an error message.***

Please reach out to eCampus.com Customer Service with your name/email, order number, the product that you received an error for, and the error message that you received; if you're able to provide a screenshot, that may help us resolve the issue sooner.

# MASTERING & MYLAB

## FROM SAVVAS

Place Order > Fulfillment Period > Order Fulfilled > Reveal Access Code > Redeem Access Code > Access Product

Fulfillment, which is when the access code is added to your Digital Bookshelf, can take anywhere from 1 hour until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

Please note that if you purchased a physical package with Mastering or MyLab, the majority of the time, your code should be available on your Digital Bookshelf. However, there are a few products that include the access code within the new condition textbook.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your access code, instructions and an **[Access]** button linking you to the product's website. If you only have an [Access] button, your access code is more than likely delivered through VitalSource as courseware. **Reference** COURSEWARE > VITALSOURCE for more information.

To redeem your access code, you will need the below three items. If you are missing any of these, you will not be able to redeem your access code.

- **Access Code** from your Digital Bookshelf
- **Course ID** provided by your teacher
  - This must be obtained from your teacher. Without it, you will not be able to redeem your access code.
- **Email Address** for account creation
  - It is preferred that you use your school email address.

Make sure that you remember the username and password you created, as eCampus.com is unable to access or retrieve this information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** <https://mlm.pearson.com/northamerica/>

**Pearson Support:** <https://mlm.pearson.com/northamerica/students/support/index.html>

## Common Issues and Resolutions

### ***My teacher doesn't know the Course ID.***

As eCampus.com does not have access to your teacher's Course ID, contact eCampus.com Customer Service and let us know your name/email, your teacher's name and email (if possible), the course name/number and the purchased materials. We will reach out to your school to get this resolved.

# MASTERING & MYLAB (cont.)

FROM SAVVAS

## Common Issues and Resolutions (cont.)

### ***My access code is pending, but class has started.***

You are able to sign up for a free 14-day trial. Go to the login URL > enter your teacher's Course ID and follow the steps. If you need assistance or further instructions to do this, contact eCampus.com Customer Service.

### ***I received an error message that the course is no longer accepting registrations.***

You received this message because the registration window that your teacher set, has closed. You will need to work with your teacher on a resolution.

### ***I received an error message saying that my code will not work with the provided Course ID.***

You can either let your teacher know or you can contact eCampus.com Customer Service. When contacting eCampus.com Customer Service, make sure to provide your name/email, order number, product information, teacher's course ID, as well as the code that you are trying to use; sometimes, it is helpful to have your login information for the platform.

### ***If I use the a Mastering or MyLab product in multiple courses, do I need multiple access codes?***

If you will be provided with different course IDs for the courses, yes, you will need to purchase the product for each of the different course IDs.

### ***When I try to redeem my code, it says that it has already been redeemed.***

Contact eCampus.com Customer Service and provide your name/email, order number, product information, teacher's Course ID, the code that you are trying to redeem, as well as the email address that you used to create your Mastering or MyLab account with, if possible. We will contact Savvas to reach a resolution.

# MATHXL

Place Order > Fulfillment Period > Order Fulfilled > Reveal Access Code > Redeem Access Code > Access Product

Fulfillment, which is when the access code is added to your Digital Bookshelf, can take anywhere from 1 hour until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

Please note that if you purchased a physical package with MathXL, your access code will come inside of your textbook; nothing will be added to your Digital Bookshelf.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your access code, instructions and an **[Access]** button linking you to the product's website. If you only have an **[Access]** button, your access code is more than likely delivered through VitalSource as courseware. **Reference** COURSEWARE > VITALSOURCE for more information.

To redeem your access code, you will need the below three items. If you are missing any of these, you will not be able to redeem your access code.

- **Access Code** from your Digital Bookshelf
- **Course ID** provided by your teacher
  - This must be obtained from your teacher. Without it, you will not be able to redeem your access code.
- **Email Address** for account creation
  - It is preferred that you use your school email address.

Make sure that you remember the username and password you created, as eCampus.com is unable to access or retrieve this information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** [https://www.mathxlforschool.com/home\\_school.htm](https://www.mathxlforschool.com/home_school.htm)

**MathXL Support:** <https://www.mathxlforschool.com/support/marketing/technical-support/>

## Common Issues and Resolutions

### ***My teacher doesn't know the Course ID.***

As eCampus.com does not have access to your teacher's Course ID, contact eCampus.com Customer Service and let us know your name/email, your teacher's name and email (if possible), the course name/number and the purchased materials. We will reach out to your school to get this resolved.

# MATHXL (cont.)

## Common Issues and Resolutions (cont.)

### ***My access code is pending, but class has started.***

You are able to sign up for a free 14-day trial. Go to the login URL > enter your teacher's Course ID and follow the steps. If you need assistance or further instructions to do this, contact eCampus.com Customer Service.

### ***I received an error message that the course is no longer accepting registrations.***

You received this message because the registration window that your teacher set, has closed. You will need to work with your teacher on a resolution.

### ***I received an error message saying that my code will not work with the provided Course ID.***

You can either let your teacher know or you can contact eCampus.com Customer Service. When contacting eCampus.com Customer Service, make sure to provide your name/email, order number, product information, teacher's course ID, as well as the code that you are trying to use; sometimes, it is helpful to have your login information for the platform.

### ***If I use MathXL in multiple courses, do I need multiple access codes?***

If you will be provided with different course IDs for the courses, yes, you will need to purchase the product for each of the different course IDs.

### ***When I try to redeem my code, it says that it has already been redeemed.***

Contact eCampus.com Customer Service and provide your name/email, order number, product information, teacher's Course ID, the code that you are trying to redeem, as well as the email address that you used to create your MathXL account with, if possible. We will contact the publisher to reach a resolution.

# SAVVAS REALIZE

Place Order > Fulfillment Period > Order Fulfilled > Reveal Username & Password > Access Product

Fulfillment, which is when the username & password is added to your Digital Bookshelf, can take anywhere from 1 business day until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your username, password, instructions and an **[Access]** button linking you to the product's website.

Please note that when retrieving your login credentials from your Digital Bookshelf, if you see a message similar to "Teacher will distribute information about this item in class", instead of your username & password, then that means that your teacher will provide more information about accessing this product. **Reference** SCHOOL-DELIVERED for more information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

Login URL: [www.savvasrealize.com](http://www.savvasrealize.com)

## Common Issues and Resolutions

### ***My displayed login information is not working.***

Verify that you are copying and pasting the information correctly. If you are, contact eCampus.com Customer Service and provide your email/name, order number, and product that you are having issues with. We will verify and update your credentials and let you know what you should use to login.

### ***My credentials work, but I do not have access to the correct product when I log in.***

Contact eCampus.com Customer Service and provide your email/name, order number and product that you should have access to, but don't; if you have access to an incorrect product, we will need that information as well. We will verify your purchases and access to get you access to the purchased materials.

### ***I changed classes and no longer need access to this product.***

Contact eCampus.com Customer Service and provide your email/name, order number, previous and new class information, as well as the information for the product that is no longer needed. We will verify the change with the school and let you know what options are available for you.

### ***I do not see an access button and/or instructions for the product on my Digital Bookshelf.***

Contact eCampus.com Customer Service and let us know your order number, name/email and the product that is missing instructions or information. We will get that information to you, as well as update our system to make that same information available on your Digital Bookshelf.

# REVEL

## FROM SAVVAS

Place Order > Fulfillment Period > Order Fulfilled on eCampus.com's Side > Receive Access Information From Instructor > Access Product

Fulfillment, which is when the order moves into complete status on your Digital Bookshelf, can take anywhere from 1 business day until closer to the start of the school year. However, as your teacher sets up this product, you may not receive your actual login information until the school year has begun.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

When you click **More Info** under the image of the product, you will see a message similar to "Teacher will distribute information about this item in class". This is because this product is set up by the teacher and not eCampus.com. **Reference** SCHOOL-DELIVERED for more information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** <https://www.pearson.com/au/revel/index.html>

**Pearson Revel Student Support:** <https://www.pearson.com/au/revel/students/support/>

# connectED/OPEN LEARNING

## FROM MCGRAW-HILL

Place Order > Fulfillment Period > Order Fulfilled > Reveal Username & Password > Access Product

Fulfillment, which is when the username & password is added to your Digital Bookshelf, can take anywhere from 1 business day until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your username, password, instructions and an **[Access]** button linking you to the product's website.

Please note that when retrieving your login credentials from your Digital Bookshelf, if you see a message similar to "Teacher will distribute information about this item in class", instead of your username & password, then that means that your teacher will provide more information about accessing this product. **Reference** SCHOOL-DELIVERED for more information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** <https://my.mheducation.com/login>

## Common Issues and Resolutions

### ***My displayed login information is not working.***

Verify that you are copying and pasting the information correctly. If you are, contact eCampus.com Customer Service and provide your email/name, order number, and product that you are having issues with. We will verify and update your credentials and let you know what you should use to login.

### ***My credentials work, but I do not have access to the correct product when I log in.***

Contact eCampus.com Customer Service and provide your email/name, order number and product that you should have access to, but don't; if you have access to an incorrect product, we will need that information as well. We will verify your purchases and access to get you access to the purchased materials.

### ***I changed classes and no longer need access to this product.***

Contact eCampus.com Customer Service and provide your email/name, order number, previous and new class information, as well as the information for the product that is no longer needed. We will verify the change with the school and let you know what options are available for you.

### ***I do not see an access button and/or instructions for the product on my Digital Bookshelf.***

Contact eCampus.com Customer Service and let us know your order number, name/email and the product that is missing instructions or information. We will get that information to you, as well as update our system to make that same information available on your Digital Bookshelf.

# ALEKS

## FROM MCGRAW-HILL

Place Order > Fulfillment Period > Order Fulfilled on eCampus.com's Side > Receive Access Information From Teacher > Request Access/Create Account via Aleks' Website > Teacher Grants Access

Fulfillment, which is when the order moves into complete status on your Digital Bookshelf, can take anywhere from 1 business day until closer to the start of the school year. However, as your teacher sets up this product, you may not receive your actual login information until the school year has begun.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

When you click **More Info** under the image of the product, you will see a message similar to "Teacher will distribute information about this item in class". This is because this product is set up by the teacher and not eCampus.com. **Reference** SCHOOL-DELIVERED for more information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** <https://www.aleks.com/login>

**Aleks Student Support:** <https://mh.my.site.com/aleks/s/>

# CONNECT

## FROM MCGRAW-HILL

Place Order > Fulfillment Period > Order Fulfilled > Reveal Access Code > Teacher Provides Custom Redemption URL > Redeem Access Code > Access Product

Fulfillment, which is when the access code is added to your Digital Bookshelf, can take anywhere from 1 hour until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your access code, instructions and an **[Access]** button linking you to the product's website. If you only have an [Access] button, your access code is more than likely delivered through VitalSource as courseware. **Reference** COURSEWARE > VITALSOURCE for more information.

Make sure that you remember the username and password you created, as eCampus.com is unable to access or retrieve this information.

**Login URL:** The login URL is custom for each class. Check with your instructor for this information.

## Common Issues and Resolutions

### ***My teacher does not have a URL.***

Contact eCampus.com Customer Service and provide your name/email, course and product information, as well as your teacher's name. We will work with the school and teacher to resolve the issue.

### ***When attempting to reveal my access code, I received an error message.***

Please reach out to eCampus.com Customer Service with your order number, the product that you received an error for, and the error message that you received; if you're able to provide a screenshot, that may help us resolve the issue sooner.

# MYHRW

## FROM HOLT MCDOUGAL

Place Order > Fulfillment Period > Order Fulfilled > Reveal Username & Password > Access Product

Fulfillment, which is when the username & password is added to your Digital Bookshelf, can take anywhere from 1 business day until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your username, password, instructions and an **[Access]** button linking you to the product's website.

Please note that when retrieving your login credentials from your Digital Bookshelf, if you see a message similar to "Teacher will distribute information about this item in class", instead of your username & password, then that means that your teacher will provide more information about accessing this product. **Reference** SCHOOL-DELIVERED for more information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** <https://my.hrw.com/>

## Common Issues and Resolutions

### ***My displayed login information is not working.***

Verify that you are copying and pasting the information correctly. If you are, contact eCampus.com Customer Service and provide your email/name, order number, and product that you are having issues with. We will verify and update your credentials and let you know what you should use to login.

### ***My credentials work, but I do not have access to the correct product when I log in.***

Contact eCampus.com Customer Service and provide your email/name, order number and product that you should have access to, but don't; if you have access to an incorrect product, we will need that information as well. We will verify your purchases and access to get you access to the purchased materials.

### ***I changed classes and no longer need access to this product.***

Contact eCampus.com Customer Service and provide your email/name, order number, previous and new class information, as well as the information for the product that is no longer needed. We will verify the change with the school and let you know what options are available for you.

### ***I do not see an access button and/or instructions for the product on my Digital Bookshelf.***

Contact eCampus.com Customer Service and let us know your order number, name/email and the product that is missing instructions or information. We will get that information to you, as well as update our system to make that same information available on your Digital Bookshelf.

# HMHEd

## FROM HOUGHTON MIFFLIN HARCOURT

Place Order > Fulfillment Period > Order Fulfilled > Reveal Username & Password > Access Product

Fulfillment, which is when the username & password is added to your Digital Bookshelf, can take anywhere from 1 business day until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your username, password, instructions and an **[Access]** button linking you to the product's website. **Don't forget** to retrieve the State and District/Independent School information from the instructions or you will be unable to login and access your materials.

Please note that when retrieving your login credentials from your Digital Bookshelf, if you see a message similar to "Teacher will distribute information about this item in class", instead of your username & password, then that means that your teacher will provide more information about accessing this product. **Reference** SCHOOL-DELIVERED for more information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** [www.hmhco.com/ui/login/](http://www.hmhco.com/ui/login/)

## Common Issues and Resolutions

### ***What do I select for the State and District/Independent school, when logging in?***

This information should be displayed within the instructions section for the product on your Digital Bookshelf. However, if it's not, the State should be the state that your school is physically located in. The District/Independent school is typically your school name, or an abbreviated form, or possibly the District (i.e. Diocese or Archdiocese) that your school is part of. If you need assistance with this information, either ask your teacher or contact eCampus.com Customer Service and let us know your email/name, order number, school name and the product. We will get this information for you, as well as ensure that it is made available for the product on your Digital Bookshelf.

### ***My displayed login information is not working.***

There are two things to check, before contacting eCampus.com Customer Service. **1.** Ensure that you are entering in your Username and Password, as displayed on your Digital Bookshelf. **2.** Make sure that you are not forgetting to enter in the State and District/Independent School that is provided in the instructions section.

If you are doing both of these, as we have provided, contact eCampus.com Customer Service and provide your email/name, order number, and product that you are having issues with. We will verify the information, make the necessary updates and let you know when they have been corrected/updated.

# HMHed (cont.)

FROM HOUGHTON MIFFLIN HARCOURT

## Common Issues and Resolutions (cont.)

### ***My credentials work, but I do not have access to the correct product when I log in.***

Contact eCampus.com Customer Service and provide your email/name, order number and product that you should have access to, but don't; if you have access to an incorrect product, we will need that information as well. We will verify your purchases and access to get you access to the purchased materials.

### ***I changed classes and no longer need access to this product.***

Contact eCampus.com Customer Service and provide your email/name, order number, previous and new class information, as well as the information for the product that is no longer needed. We will verify the change with the school and let you know what options are available for you.

### ***I do not see an access button and/or instructions for the product on my Digital Bookshelf.***

Contact eCampus.com Customer Service and let us know your order number, name/email and the product that is missing instructions or information. We will get that information to you, as well as update our system to make that same information available on your Digital Bookshelf.

# MINDTAP

## FROM CENGAGE

Place Order > Fulfillment Period > Order Fulfilled > Reveal Access Code > Redeem Access Code > Access Product

Fulfillment, which is when the access code is added to your Digital Bookshelf, can take anywhere from 1 hour until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your access code, instructions and an **[Access]** button linking you to the product's website.

To redeem your access code, you will need the below three items. If you are missing any of these, you will not be able to redeem your access code.

- **Access Code** from your Digital Bookshelf
- **Class Key** provided by your teacher
  - This must be obtained from your teacher. Without it, you will not be able to redeem your access code.
- **Email Address** for account creation
  - It is preferred that you use your school email address.

Make sure that you remember the username and password you created, as eCampus.com is unable to access or retrieve this information. Please note that the login information that you create will likely differ from any logins used for other Cengage platforms/products.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** <http://www.cengage.com/login>

## Common Issues and Resolutions

### ***My teacher doesn't know the Class Key.***

As eCampus.com does not have access to your teacher's Class Key, contact eCampus.com Customer Service and let us know your name/email, your teacher's name and email (if possible), the course name/number and the purchased materials. We will reach out to your school to get this resolved.

# MINDTAP (cont.)

FROM CENGAGE

## Common Issues and Resolutions (cont.)

### ***My access code is pending, but class has started.***

From MindTap (Cengage): “Start using MindTap without payment during the grace period, which starts when the course is available and lasts up to 14 days depending on the length of the course. **Note:** Your instructor might have set the class start date earlier or later than the actual first day of class.” During the grace period: You can complete your coursework in MindTap. At the publisher’s discretion, you might also have access to the eBook for your class, if one is available. Each time you access your class, you will be reminded to purchase access or enter your access code. No payment method is required. After the grace period, all of your work is still available to your instructor. To continue using Cengage, you must either purchase access online or enter a valid access code.”

### ***When attempting to reveal my access code, I received an error message.***

Please reach out to eCampus.com Customer Service with your order number, the product that you received an error for, and the error message that you received; if you’re able to provide a screenshot, that may help us resolve the issue sooner.

# WEBASSIGN

## FROM CENGAGE

Place Order > Fulfillment Period > Order Fulfilled > Reveal Access Code > Redeem Access Code > Access Product

Fulfillment, which is when the access code is added to your Digital Bookshelf, can take anywhere from 1 hour until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your access code, instructions and an **[Access]** button linking you to the product's website.

To redeem your access code, you will need the below three items. If you are missing any of these, you will not be able to redeem your access code.

- **Access Code** from your Digital Bookshelf
- **Class Key** provided by your teacher
  - This must be obtained from your teacher. Without it, you will not be able to redeem your access code.
- **Email Address** for account creation
  - It is preferred that you use your school email address.

Make sure that you remember the username and password you created, as eCampus.com is unable to access or retrieve this information. Please note that the login information that you create will likely differ from any logins used for other Cengage platforms/products.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** <http://www.cengage.com/login>

## Common Issues and Resolutions

### ***My teacher doesn't know the Class Key.***

As eCampus.com does not have access to your teacher's Class Key, contact eCampus.com Customer Service and let us know your name/email, your teacher's name and email (if possible), the course name/number and the purchased materials. We will reach out to your school to get this resolved.

# WEBASSIGN (cont.)

FROM CENGAGE

## Common Issues and Resolutions (cont.)

### ***My access code is pending, but class has started.***

From WebAssign (Cengage): “Students can use WebAssign without payment during the WebAssign grace period, which starts when the course is available and lasts up to 14 days depending on the length of the course.” The start date of the course may differ from the actual start date of the class. During the grace period: You can complete your coursework in WebAssign. The publisher may also allow you to have access to the eBook for your class. Each time you access your class, you will be reminded to purchase access or enter their access code. No payment method is required. After the grace period, all of your work is still available to you teacher. To continue using WebAssign, you must enter your access code that will be added to your Digital Bookshelf.

### ***I have two codes on my Digital Bookshelf. Where do I redeem them?***

There should be an indication as for which code belongs to which product (i.e. VitalSource#####!#!#!; WebAssign: \$\$\$%\$\$%), as well as instructions on how to redeem both codes. If you do not see an indication for which code belongs to which product or there are no instructions on your Digital Bookshelf, contact eCampus.com Customer Service. Provide our team with your name/email, order number, purchased product and access code information. Our team will figure out which code belongs to which product, as well as provide the redemption instructions for both codes.

### ***When attempting to reveal my access code, I received an error message***

Please reach out to eCampus.com Customer Service with your order number, the product that you received an error for, and the error message that you received; if you’re able to provide a screenshot, that may help us resolve the issue sooner.

# FLOURISH

## FROM KENDALL HUNT

Place Order > Fulfillment Period > Order Fulfilled > Reveal Username & Password > Access Product

Fulfillment, which is when the username & password is added to your Digital Bookshelf, can take anywhere from 1 business day until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your username, password, instructions and an **[Access]** button linking you to the product's website. **Don't forget** to retrieve the PIN # from the instructions or you will be unable to login and access your materials.

Please note that when retrieving your login credentials from your Digital Bookshelf, if you see a message similar to "Teacher will distribute information about this item in class", instead of your username & password, then that means that your teacher will provide more information about accessing this product. **Reference** SCHOOL-DELIVERED for more information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** <https://www.flourishkh.com>

## Common Issues and Resolutions

### ***How do I find the PIN # that is needed to log in?***

The PIN# should be located within the instructions on your Digital Bookshelf. If it is not, contact eCampus Customer Service with your email/name, order number, and the product. We will get this information for you, as well as ensure that it is made available for the product on your Digital Bookshelf.

### ***My displayed login information is not working.***

There are two things to check, before contacting eCampus.com Customer Service. **1.** Ensure that you are entering in your username and password, as displayed on your Digital Bookshelf. **2.** Make sure that you are entering in the correct PIN# that is provided in the instructions section. If you are doing both of these, as we have provided, contact eCampu.com Customer Service and provide your email/name, order number, and product that you are having issues with. We will verify the information, make the necessary updates and let you know when they have been corrected/updated.

### ***My credentials work, but I do not have access to the correct product when I log in.***

Contact eCampus.com Customer Service and provide your email/name, order number and product that you should have access to, but don't; if you have access to an incorrect product, we will need that information as well. We will verify your purchases and access to get you access to the purchased materials.

# FLOURISH (cont.)

FROM KENDALL HUNT

## Common Issues and Resolutions (cont.)

***I changed classes and no longer need access to this product.***

Contact eCampus.com Customer Service and provide your email/name, order number, previous and new class information, as well as the information for the product that is no longer needed. We will verify the change with the school and let you know what options are available for you.

***I do not see an access button and/or instructions for the product on my Digital Bookshelf.***

Contact eCampus.com Customer Service and let us know your order number, name/email and the product that is missing instructions or information. We will get that information to you, as well as update our system to make that same information available on your Digital Bookshelf.

# PASSPORT

## FROM EMC/CARNEGIE

Place Order > Fulfillment Period > Order Fulfilled on eCampus.com's Side > Receive Access Information From Instructor > Access Product

Fulfillment, which is when the order moves into complete status on your Digital Bookshelf, can take anywhere from 1 business day until closer to the start of the school year. However, as your teacher sets up this product, you may not receive your actual login information until the school year has begun.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

When you click **More Info** under the image of the product, you will see a message similar to "Teacher will distribute information about this item in class". This is because this product is set up by the teacher and not eCampus.com. **Reference** SCHOOL-DELIVERED for more information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** <https://www.carnegielearning.com/login/#/>

**Carnegie Learning Support:** <https://support.carnegielearning.com/help-center/>

# ACHIEVE

## FROM BFW/MACMILLIAN

Place Order > Fulfillment Period > Order Fulfilled > Reveal Access Code > Redeem Access Code > Access Product

Fulfillment, which is when the access code is added to your Digital Bookshelf, can take anywhere from 1 hour until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your access code, instructions and an **[Access]** button linking you to the product's website.

Please note that in order to redeem your access code, you will need to join a course that your teacher has created before you will be able to access the purchased materials.

Make sure that you remember the username and password you created, as eCampus.com is unable to access or retrieve this information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** <https://achieve.macmillanlearning.com/start>

# VTEXT & SUPERSITE

## FROM VISTA HIGHER LEARNING

Place Order > Fulfillment Period > Order Fulfilled\* > Reveal Access Code > Redeem Access Code > Access Product

If you ordered a physical package, **DO NOT discard this brightly colored envelope that comes inside of your shrink-wrapped textbook!** This is your access code; nothing will be added to your Digital Bookshelf, if you purchased a package. eCampus.com does not have access to these codes, as they are sent already packaged, from the publisher.

Fulfillment, which is when the access code is added to your Digital Bookshelf, can take anywhere from 1 hour until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

As a reminder, when accessing a product for the first time, you will need to agree to reveal the **non-refundable** product.

Click **More Info** under the image of your digital product to reveal your access code, instructions and an **[Access]** button linking you to the product's website. If you only have an [Access] button, your access code is more than likely delivered through VitalSource as courseware. **Reference** COURSEWARE > VITALSOURCE for more information.

Make sure that you remember the username and password you created, as eCampus.com is unable to access or retrieve this information. Please note that in addition to an access code, you will need to join a course that your teacher has created in VHL Central.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

Login URL: <http://www.vhlcentral.com>

## Common Issues and Resolutions

### ***I did not receive an access code inside of my physical package.***

Contact eCampus.com Customer Service and provide them with your name/email, order number, purchased product and that you did not receive an access code. We will contact Vista about getting a replacement access code sent over.

### ***When I redeemed my access code, I received access to the wrong product or level.***

Contact eCampus.com Customer Service with your name/email, order number, product that you purchased, as well as what you received access to. We will contact Vista about the issue and let you know when it has been corrected.

### ***I am having issues with my VHL Central login credentials.***

Unfortunately, eCampus.com is unable to help troubleshoot this issue. You will need to contact Vista Customer Service directly. Reference the following URL for further information.

<https://support.vhlcentral.com/hc/en-us/categories/201891218-Student>

# FLEXTEX/EXPLORER

## FROM WAYSIDE PUBLISHING

Place Order > Fulfillment Period > Order Fulfilled > Reveal Access Code > Redeem Access Code > Access Product

Fulfillment, which is when the access code is added to your Digital Bookshelf, can take anywhere from 1 hour until closer to the start of school. If your order is placed after school starts, fulfillment may take between 7-10 business days.

Please note that whether you purchased a package with a physical book or a strictly digital product, **all access codes will be available on your Digital Bookshelf.**

As a reminder, when accessing a product for the first time, you will need to agree to reveal the non-refundable product.

Click **More Info** under the image of your digital product to reveal your access code, instructions and an **[Access]** button linking you to the product's website. In addition to the provided access code, you will need to join a course that your teacher has created within Wayside's LearningSite.

Make sure that you remember the username and password you created, as eCampus.com is unable to access or retrieve this information.

There may be an app available for download. Please check with the publisher's Technical Support or Customer Service for more information.

**Login URL:** <https://learningsite.waysidepublishing.com/>

## Common Issues and Resolutions

### ***Why did I receive two access codes?***

You purchased a product that comes with multiple components. There should be indication as for which code belongs to which portion of the product (i.e. textbook: @@!#!\$; novel: !@##\$%#\$%), as well as instructions on how to redeem both codes. If you do not see an indication for which code belongs to which product or there are no instructions on your Digital Bookshelf, contact eCampus.com Customer Service. Provide our team with your name/email, order number, purchased product and access code information. Our team will figure out which code belongs to which product, as well as provide the redemption instructions for both codes.

### ***I did not receive an access code inside of my physical package.***

This is because your access code will be on your Digital Bookshelf, and not inside of the physical package. If there is no access code on your Digital Bookshelf, contact eCampus.com Customer Service. Provide our team with your name/email, order number, and purchased product information.

### ***My teacher did not create a course for us to join.***

Until your teacher does this, you will not be able to redeem your access code and access the purchased materials. Contact eCampus.com Customer Service and provide your name/email, course and product information, as well as your teacher's name. We will work with the school and teacher to resolve the issue.