

# Access Code FAQs\*

## **What is an access code? Why do I need one?**

An access code is a password you use to access course content online. The content you access depends on the course, but can include things such as an e-book, practice exam questions, interactive videos to help you understand course concepts, and course assignments. If your professor requires you to purchase an access code, it is because at least part of your grade will be related to and/or come from the online content. If your professor recommends that you purchase an access code, it is probably because the online content gives you access to additional study material.

## **Do access codes always include an e-book?**

No, access codes do not always include a subscription to an e-book.

## **Can I use the access code I got in a package with my chemistry textbook for my biology class?**

Access codes are generally tied to specific textbooks, so you need to buy the access code that accompanies your specific textbook.

## **Can I return an access code?**

Access codes fall under the textbook return policy. Specific return dates will be printed on your receipt. However, exposed access codes cannot be returned.

## **If I buy a used textbook and the access code separately, will it be cheaper than buying the new textbook package (that includes the access code)?**

Before buying your course materials, it is best to do a bit of research to determine the difference in cost between buying a new package that includes the access code versus buying a used package and access code separately. While we know you want to save money by buying used books, sometimes it ends up costing you more to buy the used book and access code separately. Also, if you purchase a used textbook from a source other than the bookstore, the publisher may not have made the access code available for individual sale.

## **How long will my access code subscription last?**

Access codes are generally set up to allow students to access online content for the duration of the course. Also, it can vary, depending on the code. Access generally lasts for a duration of between six months and two years.

### **If I purchase an access code, activate it, and get a message that says the code has already been activated, what should I do?**

Each access code includes details on how to get technical support from the publisher of the access code. We would recommend that you contact the publisher to see if there is a technical issue that is preventing you from using your access code.

### **Can my friend and I share a code?**

Each access code is unique and can only be used by one person.

### **Do I have to be online to access the site?**

Some access codes are downloads; some have online access from any computer. Some codes allow you a choice of format; you will be asked when you register if you want a download or online access. In these cases, you cannot change your mind once you have made your choice.

### **Can I print the book once I have access to the site?**

Again, this varies by code and publisher. Most have limited print options.

### **If I am purchasing an e-text, does it differ at all from the hard copy edition? Are there additions (i.e., study questions or other learning aides) that are not included in the hard copy edition?**

Yes and no. Most e-texts presently available are PDF versions of the hard copy text. However, they are linked digitally to study questions, quizzes and rich media. For example, you may be reading a PDF on genetics and from that page, be able to click on an animated drawing, a dictionary of related terms, an in-depth concept sidebar and quiz questions.

### **Can I sell it when I finish my course?**

No. Once registered by you, the access code cannot be registered to anyone else in the future.