TYPES

What is an eBook?
eBooks are the digital version of a print textbook and contain the same content. Some are downloadable, some are viewed/read through your browser.

What is Courseware/Access Code?
Courseware is a term that combines the words "course" with "software." It is software containing educational content, instruction and instructional strategies created by a Publisher. The content may include videos, quizzes and other assessment tools designed to help students improve learning.

An access code is a series of numbers/letters you use to access Courseware created by a Publisher. There will be instructions that accompany this code indicating how and where (online) to access the content.

What is the difference between an eBook and Courseware?
An eBook will not require an access code or an account and gives you access only to the book content. Courseware may require you to create an account with the vendor and may require an access code; you will be given access to interactive content in addition to the book.

HOW TO ACCESS

After finalizing a purchase of an eBook, the content is usually available within one hour in the Digital Bookshelf section of your My Account

When purchasing Courseware, a unique, single-use access code will be presented along with instructions for redemption. Generally, the student will be directed to a Publisher website and be asked to create a profile with login credentials. Once this is accomplished entering the access code will allow the student to get into the content.

COMMON TROUBLESHOOTING

Where is my eBook/Courseware/Access Code?
You are emailed information on how to access your product(s) as soon as your order has been processed in our system. After placing your order, your digital product will be added to your My Account Digital Bookshelf.

Depending on the order specifications, your digital item may display as pending until it has been fulfilled.

Digital items with a pending status are typically released after about 24 - 48 hours. Most newly purchased items are accessible within 1 to 2 hours, but it could take up to 24 hours.

Awaiting Fulfillment ("EDO" order status) items that are codes, can sometimes have an availability stating, "will be added to digital bookshelf within 5 to 7 business days". Please note this can't be expedited, as it means we are awaiting the code from the publisher.

Code is not working
If a code isn't working, ensure that it has been copied exactly as it appears. Be careful when entering zeros and O's, ones and L's!

Code is already used/redeemed
If your code has already been used, ensure that you did not already redeem it to your account, or that it wasn't redeemed under a different email address. Check both your school and personal emails.

I am receiving an error message that says "This code has already been applied to your account"
This means you have already successfully redeemed your code and just need to log in!

I accidentally bought the same product with different access lengths
If two eBooks of varying lengths are purchased, one may be returned if it has been less than 14 days since it was revealed. If two access codes of varying length are purchased, one may be able to be returned depending on the publisher's return policy.

Lost Access
If you were using temporary access while waiting on an access code, the temp period has likely passed. If you lost access to an eBook, its online duration may have passed.

Issues with my VitalSource app
If you have access to your eTextbook, and have technical issues within the VitalSource platform or app, you may contact VitalSource customer service at 1-855-200-4146 or visit their website **https://support.vitalsource.com/hc/en-us**

I am receiving an error message that says, "an error occurred during the VitalSource redemption process".
This error message should be resolved within 24 business hours. However, if the issue persists beyond that, please contact us. There is likely an issue connecting to your eTextbook/Courseware with your account for an unknown reason.

STEP BY STEP RESOLUTION:
- Give up to an hour for the redemption process to complete and try again.
- If the issue is not resolved, please contact us via chat, email at **bookstore@ecampus.com** or by phone at 859-209-6958 for further assistance.

REFUNDS AND RETURNS FOR DIGITAL ITEMS

Due to the nature of the item, digital purchases are typically not eligible for return or refund under any circumstances as stated in your shopping cart, during the checkout process and other areas of our website.

Also, we cannot guarantee that supplements that might be included with a new textbook purchase such as DVDs, CD-ROMs, Study Guides, passkeys to alternate websites, etc, will be included with your eBook purchase. We apologize if this causes any inconvenience.

eBook Refunds will be evaluated on a case by case basis. To be considered for a refund, your eBook must meet all of the following criteria:

- You purchased your eBook within the last 2 weeks.
- You have not viewed or printed more than 20% of your eBook.
- Your eBook must be in online mode (cannot be in offline mode).

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