

FAQs

Are my texts rented? Yes, your textbooks are rented. They will be turned in at the end of the semester.

Drop/Add – eCampus is tied to the campus registration.

- ADD – As you add and drop it auto fills your orders and processes them to ship to the store. You can track this in the eCampus account.
- DROP – As you drop a course, it will notify you to turn in any materials. Please do this within 7 days.

DIGITAL ACCESS CODES – Did your teacher say you have an access code?

- You can get to this in the Bookshelf in the eCampus account. You do not need to come see me unless the text is not there. If you just dropped give it overnight and it will load for you.
- There will be a little box that pops up on the top right corner of your screen that says, click here to REVEAL your access code. Click and continue in the menu until you get that code.
- Your code is equal to that text being paid for, so you should not pay for anything.
- On the publisher webpage (Cengage, McGraw Hill, or Pearson) there will be a place in that account to REDEEM a code. This is where that will go.
- Each access code needs to be tied to a course. So you will use the link your instructor sent you to get to that website and create a log in. Once you are there and redeem your code you should see your material/readings/assignments.

TROUBLESHOOTING

- **McGraw Hill does not like the Safari browser. It prefers you to use Chrome to set up. If you are still experiencing any issues (getting to a page not found) you will need to get on a desktop. I have been sending students to the 24-Hour lab to get set up.**
- **If that doesn't work and we have tried all the steps. I will email eCampus for you and copy you on the email. They may need log in information, so you have to watch your emails.**