



shop AT NAIT

Digital

Integration &

CEI E-text FAQ

shop AT NAIT



GENERAL ASSISTANCE FOR DIGITAL MATERIAL

The Starting Point

Did you purchase the material through shop AT NAIT?

Students are often presented with direct access to a publisher site in their Moodle and so it is possible that you purchased the material directly from the publisher. If you are unsure, please contact shop@nait.ca. It is helpful to have your order information and a screenshot of the link you are trying to connect to before contacting us so we can see what the problem is.

We recommend students take the steps noted below to clear the most common problems with integrating digital resources but if these steps do not resolve access issues, you must reach out to the publisher directly.

If you are struggling with getting help from the publisher please let us know, we will do our best to advocate for a solution. Please ensure you have the case number assigned by the publisher available when you contact us.

Here are some quick tips that will resolve several student access issues

Are you using the same email that was used to register the download?

To redeem your code, you must use the same email address that you used for the student portal sign on. This includes using your NAIT school email if that is what you used to purchase. **You must use the same email you used to redeem the 12-digit code that you were sent at the time of purchase.**

Clearing caches/cookies and browser history?

Clearing the Cache and Cookies from a web browser an important first-step for almost any troubleshooting for internet browsing. The 'cache' is a tool used by your internet browser to speed up the page loading process. A cookie is a small amount of data generated by a website and saved by your web browser. Its purpose is to remember information about you, like a preference file created by a software application.

These tools can cause a problem when websites are updated and developed as files saved in the cache may conflict with what's coded into the website. Clearing Cache and Cookies is a way we can be sure that any issues you may come across are with the website, rather than incompatibility caused by using different browsers.

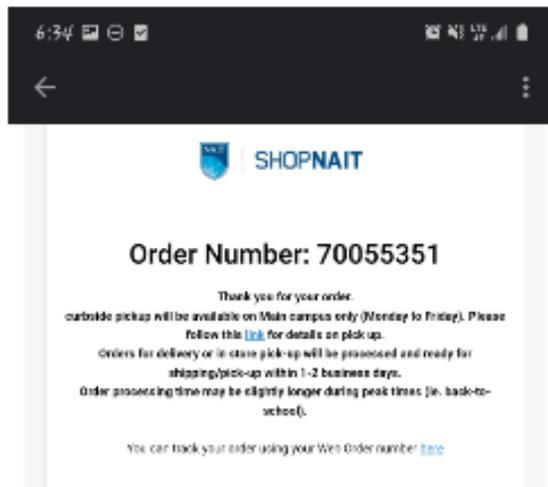
[How to Clear the Cache and Cookies in Your Web Browser | Information Technology Services \(uiowa.edu\)](#)

Are you using the right access code?

There are multiple digital platform providers used at NAIT. At the time of purchase and in a confirmation email, you were provided the access code you need to redeem your course material along with access instructions.

There are two primary forms of digital platforms

For Digital Integration material your access is through your course Moodle site and has a 8 digit access code that starts with 701 as seen below



E-texts have a 12-digit letter/digit code that start with letters CEI.

May 5, 2021 10:41 am	GST#: R1077812
Trans #074045	Store: 0985
	Machine #: 01
	Cashier: 1275

Qty	Item	Ed.	Price
1	978125927235 (9781259272356)	90.00	
	DNU ETEXT FOUNDATION	11	
	CEI: J3K8-V7L4-R3D2		
	MasterCard	90.00	
	CARD #: *****2706		

	SUB TOTAL	90.00
	GST	0.00
	PST	0.00
	TOTAL	90.00

Issues Still Not Resolved?

1. **E-texts** -follow the instructions
2. **Digital Integration**- follow the instructions here

Willo Labs Troubleshooting Guide

Accessing your Digital Integrated Material from an Online Order

Do you have access to your Moodle course page?

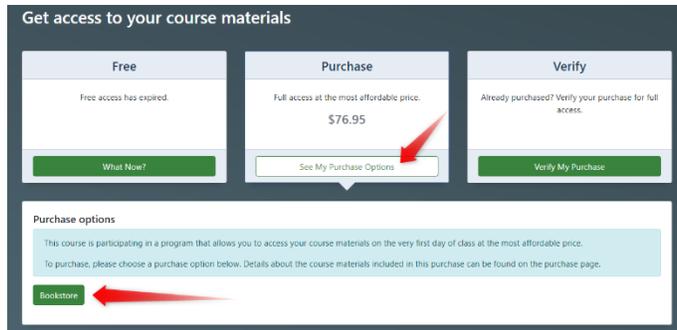
Activation is only available through Moodle when your instructor has made the page available. If you want to purchase, please select purchase, and not verify. Verify is selected when you have already purchased online and need to verify it as stated below.

When ordering a digital resource online, your order number is your activation code. It is an 8-digit code starting with 701.....-. You will see the code at the checkout point and, in the confirmation email you will receive from shop AT NAIT. Ensure your email matches on the order ie (@studentmail.nait.ca)

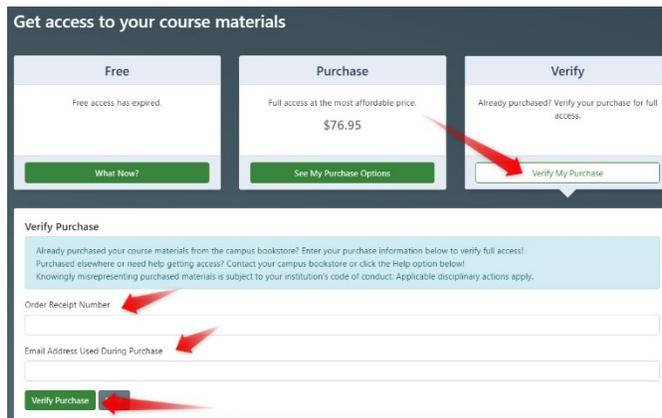


How do I purchase my course materials for my class?

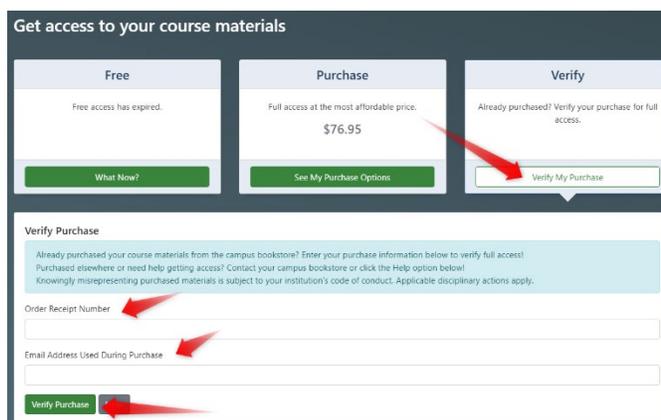
- You have 3 options on how you would like to purchase your course materials
 - **Option 1:** You can go to your Moodle course and click on the link that your instructor has set up for you. Select **Purchase** and then **See My Purchase Options**. You will then click on **Bookstore**. This will navigate you to the shop AT NAIT web store to purchase your materials.



- Option 2:** You can purchase from the bookstore web store without going through Moodle. You would then go back to Moodle after making your purchase and select **Verify My Purchase**. Enter the Order Receipt Number and your email address and select **Verify Purchase**.



- Option 3:** You can go into shop AT NAIT and purchase face to face. You would then go back to your Moodle after making the purchase and select **Verify My Purchase**. You would then enter the Order Receipt Number and your email address and select **Verify Purchase**.

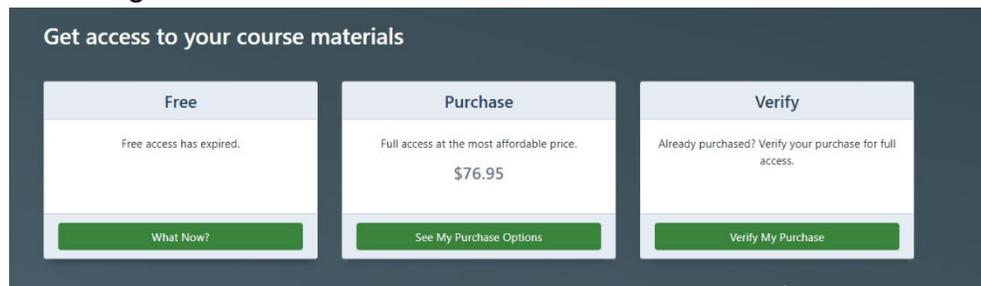


How Do I Redeem my Access Code?

- **Option 1:** When you purchase through Moodle, you will by-pass the POS and have immediate access to your materials. There are no codes to apply.
- **Option 2:** When you purchase from the bookstore website or in person, you will need to verify your purchase once you log back into Moodle. You will enter your Order Number and your email address to verify your purchase. Please use the same email you used to purchase.

Willo does not provide students with all 3 options when logging in?

- You are presented with 3 options: Free Trial, Purchase Options, and Verify my Purchase. You will always see Free trial, but this will say Expired if the trial is over and you will be forced to make a purchase in order to gain access.



Students cannot open their eText:

- If you are receiving a loading error when launching your eText there could be several things going on.
 - Try a different browser. Chrome and Firefox are the preferred browsers.
 - Clear your browsers cache and cookies. Your cache and cookies could be full, not allowing for enough memory to open up the eText
 - How to clear cache and cookies: [Chrome](#) [Firefox](#)
 - If students have cleared their cache and cookies and are still receiving the error message, please have them reach out to shop@nait.ca
 - When reaching out to shop AT NAIT please include: Course Number, Instructor, and screenshots of issues present
- **My instructor did not provide me with a link. Now what?**
 - Please confirm with your instructor that there is a link set up. If the instructor is having issues providing a link, please contact shop@nait.ca

E-text Trouble Shooting Guide

Are you using the 12-digit code that is a combination of letters and numbers? This would be found on the receipt and in an email confirmation?

May 5, 2021 10:41 am	GST#: R1077812
Trans #074045	Store: 0985
	Machine #: 01
	Cashier: 1273
Qty Item	Ed. Price
1 978125927235 (9781259272356)	90.00
DNU ETEXT FOUNDATION	11
CEI: J3K8-V7L4-R3D2	
MasterCard	90.00
CARD #: *****2706	
<hr/>	
SUB TOTAL	90.00
GST	0.00
PST	0.00
<hr/>	
TOTAL	90.00

Did you click on the email provided at the time of purchase?

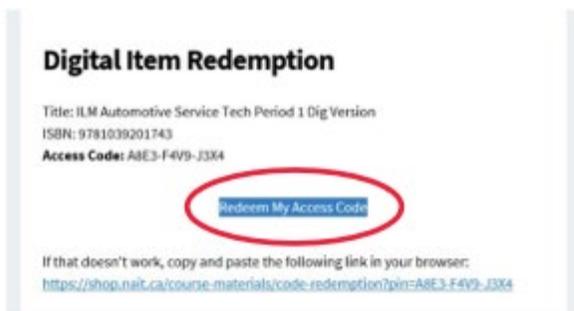
Once the purchase is complete, you would have received two emails –

1 **NAIT online store confirmation** and 1 **Your access code email**.

NAIT Online Store Confirmation - Order 70053527

Your access code: ILM Automotive Service Tech Period 1 Dig Version for Order# 70053527

Click on "**Redeem My Access Code**" in the Your access code email. This will open a Code Redemption page. To redeem your code, enter the code and email address that you use for the student portal sign on into the correct boxes.



Read the disclaimer and if you agree, click "I Agree" before selecting "Redeem Product".

Redemption Code:

Email Address:

Email Address (Confirm):

Important, Read Carefully:
Before redeeming this product, please be certain that:

- You have purchased the correct product
- You are not planning to drop your course

I understand that this product cannot be returned, refunded, or exchanged once I complete this redemption process.

I Agree

Once you have selected "Redeem Product" a new page will open with a 3-step process for accessing your digital material. If you have not already done so, you will need to install the Reader software under Step 1 for the appropriate device.

Adobe Digital Editions 4.5.11 Installers

Locate your preferred platform and click on it to download the installer. Then run the installer on your machine to install Adobe Digital Editions. For information on the Adobe Digital Editions' privacy policy, [see here](#); for information on the general Adobe privacy policy, [see here](#).

[Download Digital Edition 4.5.11 Macintosh \(22MB\)](#)

[Download Digital Edition 4.5.11 Windows \(8.3MB\)](#)

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The Getting Started eBook is pre-installed with Adobe Digital Editions 4.5.11; however, it will not be installed if you install as a standard user (non-admin user). If it is not installed or if you happen to remove it, you can download it using the following link:

[Download Getting Started with Adobe Digital Editions \(PDF\) \(4.2 KB\)](#)

Once you have followed the instructions on downloading the reader for your device, Adobe Digital Editions app will open. Go back to your code redemption page in your web browser and go to Step 3 - Download eBook.

Step 3: Download eBook

Once you have installed and activated software, you can download your books using the link(s) below:

eBook Downloads:

[eBook: NAIT Automotive Service Technician Period 1 ILM](#)
[Download](#)

Please note you do not need an Adobe ID to download the material. Select the authorize computer without Adobe ID button on the bottom left hand corner. Once the download is complete, your ILM will be available in

Is the system asking for a second code?

Sometimes course material access requires a second access code or class code that the instructor will provide to you.