shop AT NAIT

CEI (E-text) FAQ

GENERAL ASSISTANCE FOR DIGITAL MATERIAL

The Starting Point

Did you purchase the material through shop AT NAIT?

Students are occasionally presented with direct access to a publisher site in their Brightspace 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 where 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, and 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 (name1@studentmail.nait.ca) if that is what you used to purchase. **You must use the same email you used to redeem the 8- 12-digit code that you were sent at the time of purchase. You can change the email address after you login successfully.**

Clearing caches/cookies and browser history?

Clearing the Cache and Cookies from a web browser is 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.

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

```
                           GST#: R1077812
May 5, 2021    10:41 am    Store:       0989
Trans #074045              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

                 SUB TOTAL        90.00
                 GST              0.00
                 PST              0.00

                 TOTAL            90.00
```
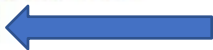
Issues Still Not Resolved?

1. 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.
    - Confirm that your are signing into your Publisher account with the email you redeemed with.
    - Clear your browser's 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 Edge
    - 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 along with proof of purchase.

2. 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?

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

Once the purchase was complete, you would have received two

emails:

1 **NAIT online store confirmation** and 2 **Your access code email**.

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".

Once you have selected "**Redeem Product**" a new page will open that confirms your redemption went through. You will be sent an email from ITS Learning Resources that has your access code and further instructions from the publisher, please check your Spam folder if you do not see it in your inbox. Please follow all the steps to access your digital resource. The steps will include setting up a free account with the publisher to finish your redemption and connecting with your class. You may be required to download their reader to view the materials, e.g. the Bibilu reader for Digital ILMS.

Is the system asking for a second code?

Sometimes course material access requires a second access code to be redeemed at the publisher's site or a class code that the instructor will provide to you. You will have to follow the instructions on the second email you received to complete the redemption. These steps will include setting up a free account on the publisher's site and the code you will enter at the appropriate stage. Make sure to complete each of the steps on these instructions.