

LEARNER EXPERIENCE (HELP)

1

Many student questions can be answered on the dynamic help page. Visit the website and log in with your school account to begin. Then click "Help" at the top of the page.

2

Find information about a recent order of yours by selecting "I need help with my order." A list of your orders will appear. Select the one you have a question about. Several prompts will appear, and you can select the one that fits your question.

3

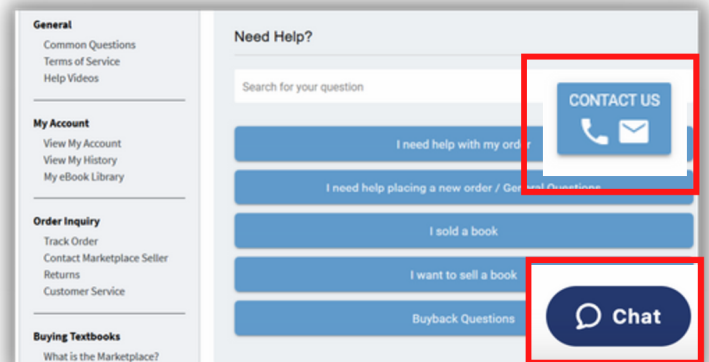
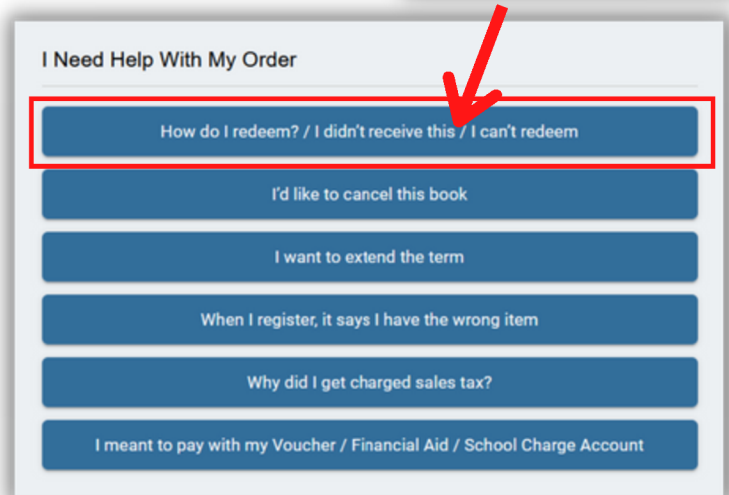
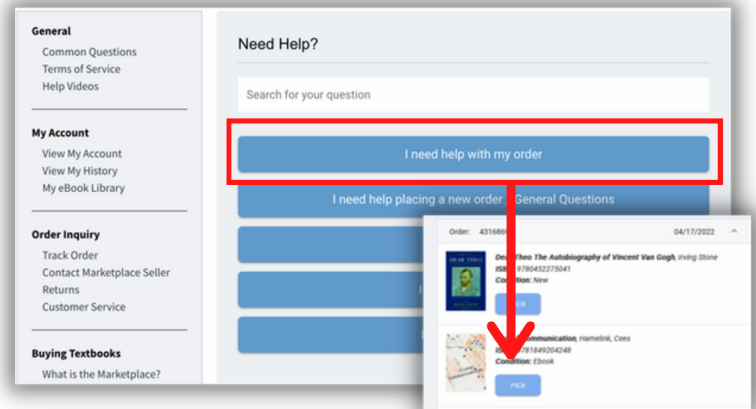
Continue to narrow down your question until you find the answer you are looking for. Examples include:

- How to redeem an ebook
- Tracking
- Return a book
- And more!

4

Don't Forget: If you can't find a solution using the tool, you can still contact the Learner Experience team by email or phone by clicking "Contact Us" on the right side of the page.

New for Fall 2024: Click the "Chat" button to start a live chat with a Learner Experience team member.



CONTACT LEARNER EXPERIENCE

WEBSITE: Help page and live chat

Contact Us: Click on the Contact Us icon and send us your question. Emails answered within 48 hours, during peak season we average a response time of 15 hours. Available 9:00 AM - 5:00 PM per time zone.

Live Chat: The live chat feature is available 24/7.