

Student Access Code Guide

Students: You need an access code to use OWL. You can purchase an access code in three ways:

1. Your new textbook may be packaged with a printed access card.
2. The bookstore may offer separate printed access cards.
3. You can purchase online (see below for detailed instructions).

Access codes are valid for either 6 months (one semester) or 24 months (four semesters), and give you access only to one textbook. For example, you will need to buy another access code for Organic Chemistry even if you have time left on your General Chemistry access code. A limited number of older access cards say the code expires after 12 months, but these are really valid for 24 months.

Buying an Access Code Online

Students: If your new book did not come with an OWL access card, you can purchase and immediately receive an Instant Access Code from our online store:

1. Go to www.cengage.com/owl and find your course in the red box.
2. Choose **Buy an access code** from the course's red dropdown menu.
3. Click the tabs at the top of the next page to choose your subject.
4. Find your textbook, and then click the desired length of OWL access, with or without an e-book. (The e-book option gives you access to your entire textbook within OWL.)
5. A new window opens in our online store, Cengagebrain.com, with the appropriate Instant Access Code in your Shopping Cart.
6. Follow the directions to purchase the code from Cengagebrain.com. You will need a credit card to complete the purchase.

After your purchase is complete at Cengagebrain.com, you can retrieve your Instant Access Code in any of these ways:

- You'll receive an email containing the Access Code and OWL registration information at the address that you provided during the purchase.
- You can log in to www.cengagebrain.com and go to the **My Account** section. Click **Open** next to the OWL product that you purchased to view a duplicate of the email containing the access code and OWL registration information.
- You can call Cengagebrain.com Customer Service at (866) 994-2427 or email them at cengagebrain.support@cengage.com.

Registering Your Access Code

Students: After you have an access code, you can use it to register in OWL and then log in to your course. For complete registration directions, please see the Student Quick Start Guide at www.cengage.com/owl/gettingstarted.



Frequently Asked Questions

I purchased an access code online. How do I get it?

After your purchase is complete at Cengagebrain.com, you can retrieve your Instant Access Code in any of these ways:

- You'll receive an email containing the Access Code and OWL registration information at the address that you provided during the purchase.
- You log in to www.cengagebrain.com and go to the **My Account** section. Click "open" next to the OWL product that you purchased to view a duplicate of the email containing the access code and OWL registration information.
- You can call Cengagebrain.com Customer Service at (866) 994-2427 or email them at cengagebrain.support@cengage.com.

What if I chose the wrong course or section while I'm registering my code in OWL?

If you chose the wrong course, section, or instructor during registration, you do not need to contact Technical Support. Instead, log in to OWL and click **Add/Switch Course** from the left navigation menu to enroll yourself in the correct section.

How do I change my course or section?

To change your course or section, you do not need to contact Technical Support. Instead, log in to OWL and click **Add/Switch Course** from the left navigation menu to enroll yourself in a different section. Note that if you switch yourself into a different section in the SAME course, your grades will transfer. If you switch courses, your grades will not transfer. Talk to your instructor if you need to switch courses after completing work in OWL.

What if I chose the incorrect textbook or incorrect school during registration?

If you made a mistake during registration, contact Technical Support at www.cengage.com/support and explain that you registered incorrectly. They will reset your access code so that it can be used to register correctly.

My access code is about to expire. How do I extend it?

Two weeks before your access expires, you will receive a notification when you log in to OWL that your access is about to expire. To extend it, first purchase a new access code according to the directions at the top of this page. After you have your access code, please follow these instructions carefully to re-register. ****It is important to register using your previous login and password. DO NOT create a new login. ****

1. To re-register to extend your OWL access, go to www.cengage.com/owl and find your course in the red box.
2. Choose **Register**.
3. Choose your textbook. On the next page, choose your school. Then choose Student Registration.
4. Choose your course and section.
5. Enter your information in the Self-Registration Form. Enter your Access Code in the Access Code space. **Be sure to use the login and password you have been using to access OWL.** Press **Continue**. Confirm that the information shown matches your information and finish the registration process.

I used OWL last semester. This semester I'm using it again, but for a different textbook.

Why can't I keep using my access?

As stated in the license agreement, OWL access codes are good for one textbook only. Even if you have time left on your access code, you must purchase a new access code for a second textbook. The content in OWL is unique to each textbook and an access code grants you access to a single textbook only.

I switched schools. Can I take my OWL access with me?

If you are using the same textbook at your new school and your new instructor is using OWL, your OWL access is transferable. Click the **Technical Support** button at www.cengage.com/owl and explain your situation so they can reset your access code. If your new school uses a different textbook, you will have to purchase another access code.

I thought I purchased e-book access, but when I click the e-book link in OWL I get a message saying I don't have access.

If you click an e-book link and the e-book does not open, your access code did not include e-book access. You have two options:

1. Follow the instructions in the message to purchase an upgrade to e-book access through our online store, Cengagebrain.com.
2. If you think you have already paid for e-book access, check with the place of purchase to see which type of code you purchased. If you purchased online and need a refund of your original purchase so you can buy the correct e-book access code, contact Cengagebrain.com Customer Service at (866) 994-2427 or email them at cengagebrain.support@cengage.com.

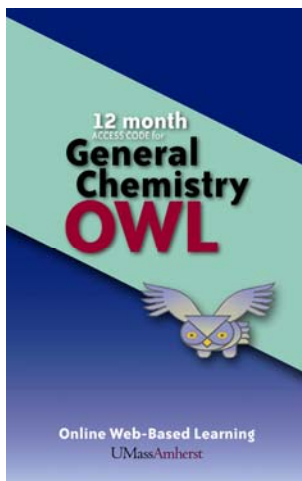
How long will I have access to my e-book?

Your e-book in OWL will be available for as long as you have OWL access (either 6 months or 24 months).

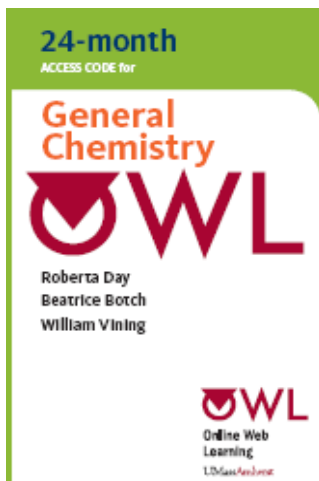
The registration instructions on my access card or in the email that came with my instant access code don't make sense. How do I register for OWL?

We apologize if you have received one of the limited number of older access cards or instant access codes with outdated instructions. These older instructions are being phased out. The older and newer cards are shown here:

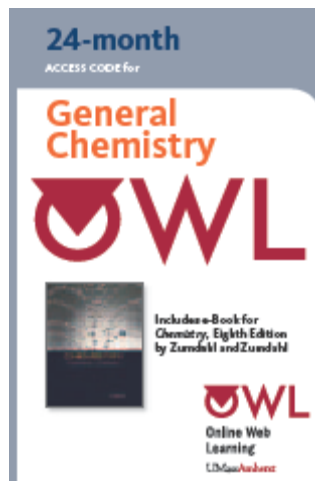
Older Card



Newer card



Newer Card



Here is an example of the outdated instructions that you may have received in an older card or an email from www.cengagebrain.com:

- 1) Go to www.cengage.com/owl
- 2) Select "GOB" Chemistry Course.
- 3) Select Your Textbook. (Check Your Edition)
- 4) Select Your Institution (Check Your Campus)
- 5) Select "Student Registration" by Clicking the RED Arrow
- 6) Select "Section #" by Clicking the RED Arrow
- 7) Follow Instructions for Completing Registration

Please ignore these outdated instructions. For complete updated instructions, please see the Student Quick Start Guide at www.cengage.com/owl/gettingstarted.

How do I contact Technical Support for OWL?

For **Technical Support for OWL** or to search our Knowledge Base of frequently asked questions, please visit www.cengage.com/owl.