

Everything you need to know about the Online Bookstore!

UPIKE.TextbookX.com

HOW DOES IT WORK?

UPIKE is pleased to have launched a new and innovative bookstore model to offer free course materials to help students thrive. Almost all materials will be available digitally to students, with very few physical items.



HOW DO I GET MY MATERIALS?

Check your email for access information or log in to the online bookstore, click on your username at the top right side of the page, and then select "eLibrary" to view access links to your digital materials.

WHEN WILL I GET MY MATERIALS?

Digital materials for the Masters of Social Work Program will be available January 4th. eBooks for the Nursing program will be available December 28th. All other undergraduate or Spring 1st 8 Week session will be available January 6th. Only students enrolled in MUS 150, 151, 250, or 251 will have those books shipped to them/receive it physically.



TROUBLESHOOTING DIGITAL MATERIALS

- **Masters of Social Work Students:** if you received a code for Cengage Unlimited in the fall, your access is still valid throughout this semester. Cengage course materials should be linked to your instructor's Canvas course. Be sure to log in using the same account credentials you used to create your account. If you have any access issues, contact josh.riesenbeck@cengage.com for help.
- **The eLibrary vs. the digital textbook platform:** The Online Bookstore's eLibrary is a reference point for students to use so they can review all of their digital course materials in one place. It is not the system through which they will access their course materials. The most common digital textbook platforms UPIKE students will use are VitalSource and Cengage Unlimited.

WHAT ARE OPEN EDUCATIONAL RESOURCES (OER)?

Open Educational Resources (OER) refers to educational resources that are available to students for free or for a low-cost in comparison to traditional textbooks. At UPIKE, all course materials are free for undergraduate students. Graduate students also have many OER or low-cost textbooks options.



HOW DOES PAYMENT WORK?

UPIKE undergraduate students do not have to pay for course materials. If a student wants to buy other items at the Online Bookstore like course supplies or school-branded merchandise, they can use any major credit card, PayPal, Apple Pay, or Google Pay.



ARE THERE ANY PHYSICAL BOOKS?

Most physical OER items are provided in class. A small number of students will be shipped physical books before the first day of class. The Bookstore will email them to confirm where to send the materials.



CAN I RETURN A BOOK?

Course materials are free to students, so returns will not be applicable. If a student drops a course, they should contact the Bookstore's Customer Experience team for next steps on any materials that should be returned.



WHERE CAN I BUY BRANDED MERCHANDISE?

The Online Bookstore sells branded merchandise like shirts, hats, bags, gifts and more. Visit it directly at UPIKE.textbookx.com/merch. It also sells course supplies like notebooks and calculators. Please note, UPIKE no longer has an on-campus store for textbooks or merchandise.



OTHER QUESTIONS?

Our Customer Experience Team works year-round with 24/7 support at the beginning of every spring and fall term. Visit UPIKE.TextbookX.com/Help.

