1 When a student purchases a digital code from Follett, they receive an e-mail with access instructions.

2 In the "Digital Order Details" section, students are prompted to "simply click on the Access URL and follow instructions."
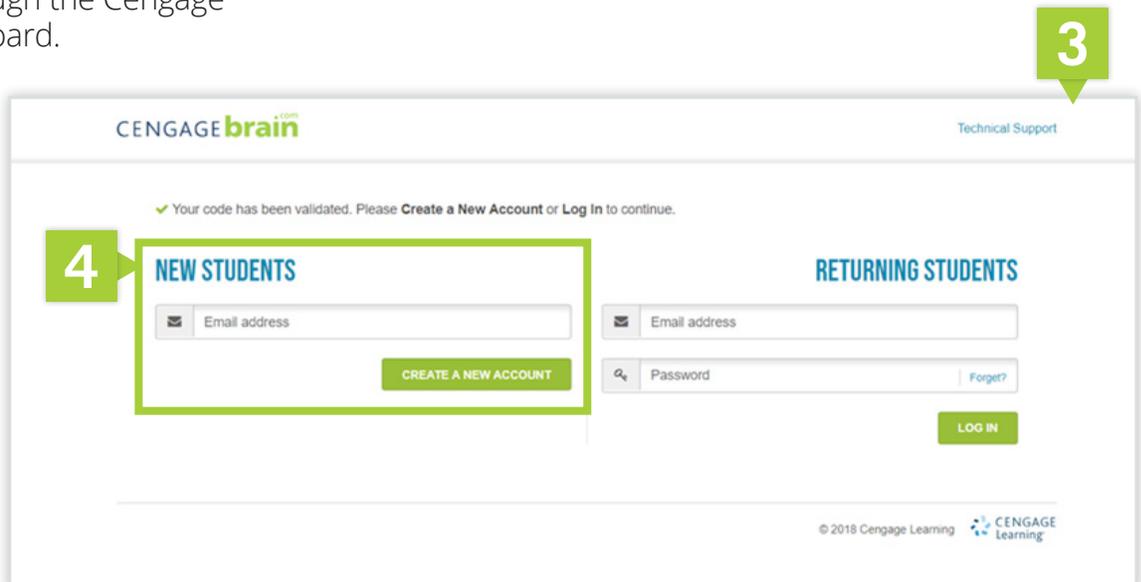
3 That will bring them to this page.

4 The proper workflow is:
- Student is told their code is validated.
- Student is prompted to create their cengage.com account.

> **NOTE**: *Student should use their school e-mail address to sign up for Cengage Unlimited if an LMS (e.g. Blackboard, Moodle, Canvas) is in use. They will have difficulties accessing their materials otherwise.*

- Student can now access Cengage Unlimited through the Cengage student dashboard.

Order Summary

Order Number: 15710000025054 | Order Date: Aug 1, 2018
| Receipt Method: No Shipping Required
| Ship to:
| 6219 E Lobo Ct, Unit A
| Tucson AZ 85708

Order Details

Product Details: | STATUS: FULFILLED
Cengage Unlimited, 1 term (4 months), | Qty: 1
1st Edition
Author: Cengage Unlimited
ERAU Worldwide > Fall 2018 - August
> BUSW > 500 > All

Digital Order Details

Product Details: | DIGITAL ACCESS INFORMATION: To access
Cengage Unlimited, 1 term (4 months), | your digital selection, simply click on the Access
1st Edition | URL and follow instructions
Author: Cengage Unlimited | Access URL:
Digital Edition | https://login.cengagebrain.com/cb/entitlement.htm?code=PXMMZK8PST8FH5
| Access Code: PXMMZK8PST8FH5

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CENGAGE **brain**.com   Technical Support

✔ Your code has been validated. Please **Create a New Account** or **Log In** to continue.

NEW STUDENTS | **RETURNING STUDENTS**
✉ Email address | ✉ Email address
CREATE A NEW ACCOUNT | 🔑 Password | Forget?
| LOG IN

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Some students may:

1 Try to go back to their "Access URL" even though it's a one-time activation URL.

2 Access the URL AND try to enter their "Access Code." Clicking the URL automatically redeemed their code.

Product Details:
Cengage Unlimited, 1 term (4 months), 1st Edition
Author: Cengage Unlimited
Digital Edition

DIGITAL ACCESS INFORMATION: To access your digital selection, simply click on the Access URL and follow instructions
Access URL:
https://login.cengagebrain.com/cb/entitlement.htm?code=PRZ1WRSP52K8WC   **1**
Access Code: PRZ1WRSP52K8WC

2

SOLUTIONS:

3 The student should use the "Access URL" link only once, to set up their cengage.com account. If they use it again, they will get an error message. Students should go to cengage.com to access their subscription once it's been activated.

« Back to Log In / Register / Enter Code or Course Key   Technical Support

Enter Your Code or Key | Account Information | Access Materials

Enter Access Code. For Aplia, CengageNOW, or MindTap enter your Course Key.

Enter Code or Course Key

The code you entered has already been used. How did this happen?.

What's this?

Continue   Cancel

I Don't Have an Access Code or Course Key »

Example Picture of Code and Key below:

ACCESS CODE
PP8XLP1XD528HC

COURSE KEY
ABCD-23M4-EFGH
or
E-Y9M93K7QUXD2

3

*A revision to this error code is coming soon. It will guide students to the Cengage dashboard.

4 Direct any student experiencing this error to **login.cengage.com**. They will sign in to their cengage.com account, go to Account, click on My Dashboard and be in Cengage Unlimited. Now they can add their course materials.

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