

# FAQ

Success Academies

## Sign In

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### 1. I don't know/remember the email address I use for Audible. How do I retrieve it?

Each student and teacher should log in with their Success Academy school email address. If signing in for the first time, your password will be success1. You can change your password at any time by visiting [www.audible.com/SAPassword](http://www.audible.com/SAPassword)

### 2. I lost/forgot my password. How can I reset it?

If you do not know or remember your Audible password, you can reset it by following the steps in this link: [www.audible.com/SAPassword](http://www.audible.com/SAPassword)

**Please Note:** Your login credentials are being provided to you solely for the purpose of accessing audiobooks from the Success Academies collection on Audible. They must not be used to access any other Audible or Amazon products or services.

## Find Your Books

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### 3. How do I search for audiobooks?

You can find all of your audiobooks in the Discover tab inside of Success Academies' Audible site: [www.audible.com/sa](http://www.audible.com/sa). Audiobooks are organized by Whole Class books and genres for Independent Reading.

To access your Whole Class books, click on the Whole Class filter at the top of the Discovery tab and find your grade level to access your required reading.

To access your Independent Reading books, click on any of the genre filters at the top of the Discovery tab, and select your reading level.

### 4. I don't see the audiobook I want.

Success Academy Scholars can access any of the approved titles on the Success Academies Audible site: [www.audible.com/sa](http://www.audible.com/sa). Titles outside of the Success Academies catalog are not available for listening.

## My Library

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### 5. I can't find the book I was listening to. Where is it?

After you have selected and listened to a book, it will automatically be added to your library. The library is located on the left navigation of the Success Academies Audible site. Depending on your connection when streaming a title, there may be a slight delay from the time you listen to your audiobook to the time it is added to your library. You can also find your library in the Audible app.

## Play Your Audiobooks

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### 6. How can I listen to my audiobooks?

To play your audiobook from the Success Academies Audible site, [www.audible.com/sa](http://www.audible.com/sa), check first to make sure your Chromebook or listening device has a connection to the internet. The Audible site requires an internet connection to listen. Click on any title to start listening.

If you want to listen offline, you need to use the Audible app. Download the Audible app in the iOS or Google Play Stores. Open the app and click on any title in your library to download and play. Note that you must have an internet connection while your title is downloading.

# FAQ

## Success Academies

### Other

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#### 7. I had Audible last year. What has changed?

This year we have launched a new, dedicated website for Success Academies scholars to access and play their audiobooks. There are a few key changes:

- **A New Website**

This year we have launched a new, dedicated website for Success Academies scholars. With the new site, [www.audible.com/sa](http://www.audible.com/sa) we have made it easier for you to browse through your Whole Class and Independent Reading books and find titles to play by your grade and reading level.

- **No More Credits**

You no longer need credits to order your Audible books. All of your approved audiobooks are available to play from the new site, at any time.

- **New Titles**

The list of titles available to Success Academies Scholars has been updated from last year.

#### 8. How do I find my books from last year?

You can find all your Audible books from last year in your library in the Audible app or at [learn.audible.com](http://learn.audible.com). Please note that last year's books cannot be accessed from your library on the Success Academies Audible site: [www.audible.com/sa](http://www.audible.com/sa)

#### 9. What if I still have Audible credits from last year?

Any remaining credits from last year are still in your account and available for you to use, however the new Success Academies Audible site does not use credits. Sign in at [audible.com](http://audible.com) where you can find and use your credits to purchase audiobooks.

#### 10. Audible is asking for my credit card information. Why?

You should not receive any requests for credit card information. If you see a request asking for payment information please email the Audible team immediately: [successacademies@audible.com](mailto:successacademies@audible.com)

#### 11. I'm having an issue with my Audible account. Who do I contact?

Please reach out to [successacademies@audible.com](mailto:successacademies@audible.com) for any assistance with your Audible account. Our dedicated support team will respond within 24 hours.