C4E STUDENT GUIDE

CANVAS

WELCOME

The C4E Student Guide walks you through the purchasing and registration process for your Connect For Education course, which is hosted through **your school's Canvas site**. Based on how your course is setup, you will visit your school's Canvas site for registration and course access. The C4E course text, including all lesson pages and coursework, will be accessed directly from Canvas (you will not be able to download the course text itself). You will NOT need to register your access code on the C4E Student Registration Page.

Please review this guide carefully for instructions on how to gain access to your course. If you run into any questions, please contact the C4E Tech Support team and we would be happy to help!

C4E Support Team	**Email**: support@connect4education.com **Phone**: (703)880-1180, ext. 200	**Available Monday-Friday, 9am-6pm ET**

GETTING YOUR ACCESS CODE

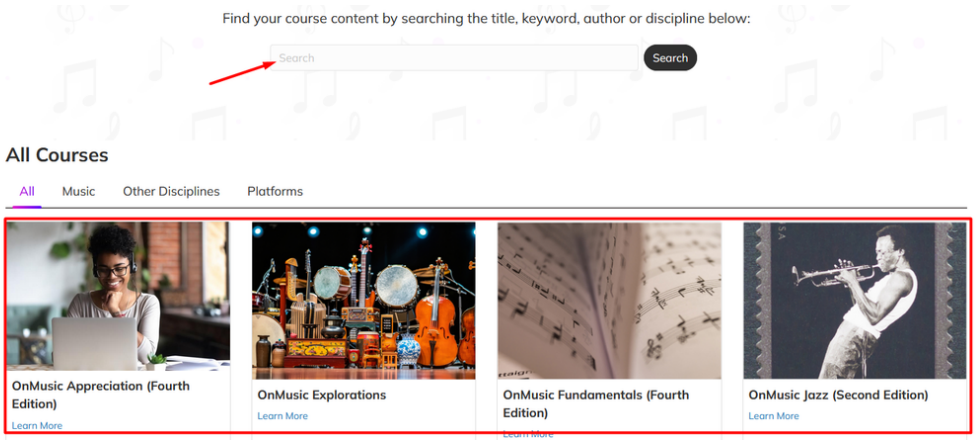
Obtaining Your Access Code Through Your School

To access your course materials, you will first need to purchase an access code. If you are enrolled in your school's inclusive access program (sometimes called First Day access), or are purchasing your access code through your school bookstore, your bookstore team will provide you with the necessary steps needed to receive your access code. Be sure to monitor your inbox for important bookstore emails!

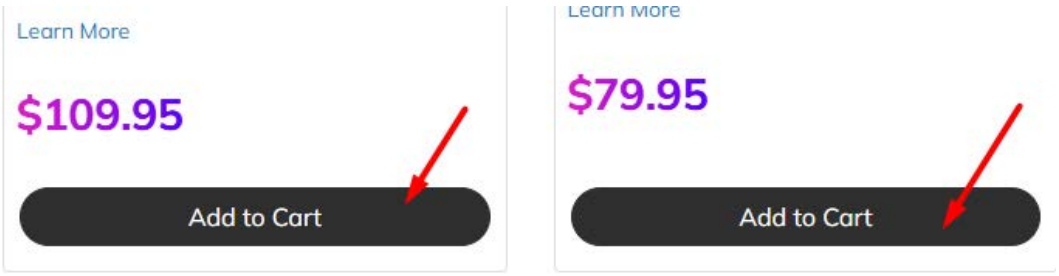
Please note: If you are enrolled in your school's inclusive access (or First Day access) program and later opt-out of your school-provided code, you will need to provide C4E with a NEW access code to reinstate your access. For more information, please visit our helpful inclusive access FAQ.

Purchasing Your Access Code Through the C4E Online Store

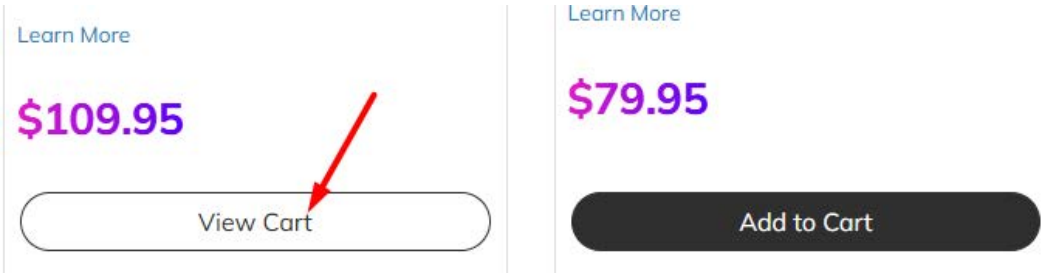
1. To purchase your access code through the C4E Online Store, visit the C4E online store.
2. Search or use the product listings to locate the access code you wish to purchase:



3. Click '**Add to Cart**' for the specific access code needed for your class:



4. Click '**View Cart**' to begin the checkout process:



5. Carefully review the **Return Policy** before proceeding with your purchase:

Return Policy for Online Access Codes

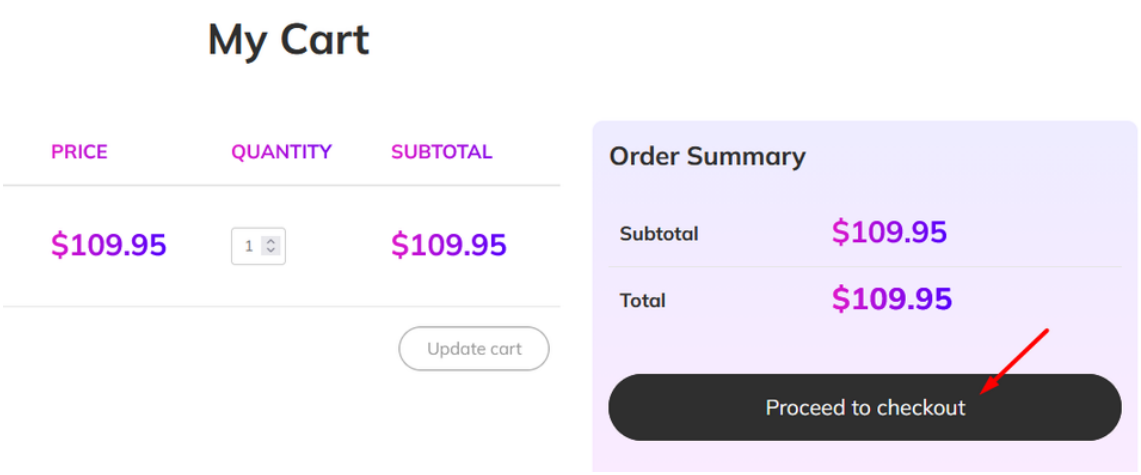
Registered Codes

Registered access codes may be returned **within 14 calendar days of the registration date** as long as no more than 10% of the coursework has been completed. Under no circumstance will a refund be issued if more than 10% of the coursework has been completed. Coursework pertains to all lesson quizzes, exams, and written assignments.

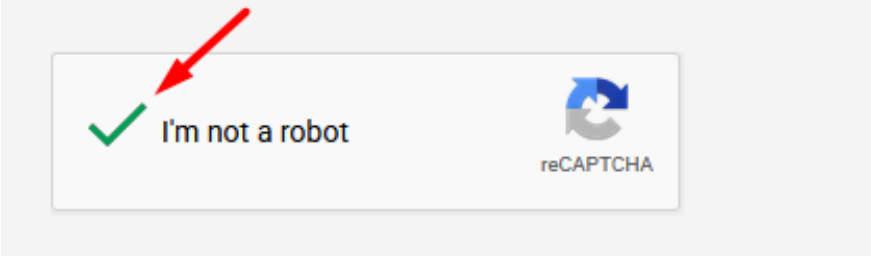
Unregistered Access Codes

The access code may be returned for a refund **within 120 days of purchase** if it has not been registered. To request a refund, please forward your order confirmation email to orders@connect4education.com and include a refund request in the message. After we verify the code has not been registered, we will issue a refund and send an email confirmation. Please allow 2-5 business days for the refund to post to your account.

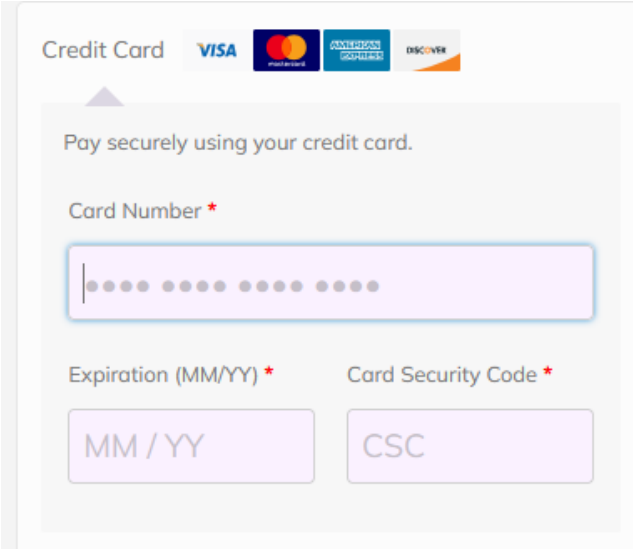
6. Click '**Proceed to checkout**':



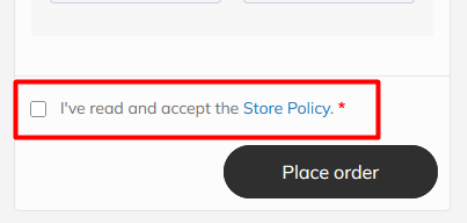
7. Enter your Billing Information on the left (you can click into each field to enter your details).
8. Complete the CAPTCHA verification:



9. Enter your credit card information:



10. Review and accept the Store Policy terms (link located on the bottom right):

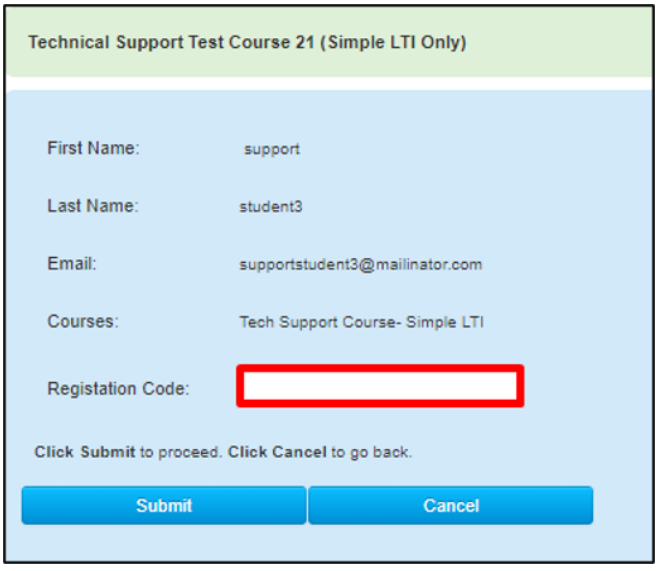


11. Select '**Place order**' to complete your purchase.

Once your payment has been processed, your access code will appear on the Confirmation screen and be sent to your email address. If you are unable to find the access code in your inbox, check your spam/junk folders. To have this resent, please email orders@connect4education.com or via phone at (703) 880-1180 x111.

REGISTERING YOUR ACCESS CODE

1. After obtaining your access code, sign into your school's Canvas site and access your course.
2. From the '**Modules**' page, locate your C4E course link(s). The link name(s) may vary based on how your instructor has titled this.
3. Once you click into the C4E course link, you will be prompted to enter your access code. Enter your 14-digit access code and click '**Submit**':



TIPS FOR SUCCESS

1. **Use a Recommended Browser**: We recommend Mozilla Firefox or Google Chrome, which are most reliable for our courses (Safari can be unreliable). Firefox or Chrome can be downloaded using these links:
    - Firefox
    - Chrome
2. **Enable Browser Cookies**: To ensure you can access the C4E course content, you will need to enable browser cookies and allow 'Cross-Site Tracking.' If using Safari, check that the 'Prevent cross-site tracking' option is also unchecked. For step-by-step instructions, please see here our FAQ on adjusting your web browser settings.

3. **Clear Browser Cache:** After adjusting your cookies settings, clear cache by pressing Ctrl-Shift-Delete (Windows) or Command-Y (Mac) to open menus used to clear your cache, cookies, and history. You may also follow the instructions at our FAQ on clearing browser cache.

TECHNICAL ISSUES OR QUESTIONS

If you have any questions or issues, please contact the C4E Support Team for assistance:

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