

Connect Access Code and Purchase FAQ

Answers to commonly asked questions about Connect Access Codes and purchasing options.

What is the difference between an Online Access Code and an Access Card?

- An online access code can be purchased directly from McGraw Hill’s website at mheducation.com.
- An access card is a physical card that contains an access code. Students would need to purchase the access card from the campus bookstore. If a student is using financial aid, they will need a printed access card as McGraw Hill does not accept financial aid directly.

What are all my Connect purchasing options?

- Purchase an online access code from mheducation.com
- Purchase an access card from the bookstore
- Purchase directly from your Connect course. (Screenshot below)
- Students can utilize our temporary access to receive a two-week free trial

How to access your course materials:

The screenshot displays four purchasing options for course materials, each in a separate box. The 'Connect' option is highlighted with a red border. The 'Connect + Printed Textbook Rental' option includes a date: 'Connect access until: 03/25/2021'. The 'Temporary Access' option includes a two-week free trial offer.

Use Connect Code	Connect	Connect + Printed Textbook Rental	Temporary Access
To access Connect, first enter your 20 digit access code.	Full digital experience with discounted loose leaf textbook available after registration.	Save up to 30% more versus purchasing separately. Want to know more about rental?	Get started now with two weeks free of access to Connect. Your work will be saved and available to you and your instructor once you purchase.
Access Code <input type="text"/> What is this?			
REDEEM	BUY IT	RENT IT ↗	ACCESS NOW

If I opt for Temporary Access, how can I upgrade to full access once I purchase my access code?

When accessing your Connect course during the two weeks on temporary access, you will receive the below prompt. When you select 'Yes, purchase access' it will bring you back to the course materials purchasing page.

Your courtesy access to this class
will expire on October 16, 2019,
10:49 AM EDT.

Do you want to purchase access
right now?

No

Yes, purchase access

If I completed assignments while on Temporary Access will the grades transfer when I upgrade to full access?

Definitely! When your temporary access runs out your account information and all your work is retained. When you purchase access, you will be able to continue working on course material.

However, if there is a gap between when your temporary access runs out and when you purchase you will NOT be able to go back and complete any assignments due during the gap period. You will need to contact your instructor regarding those assignments.

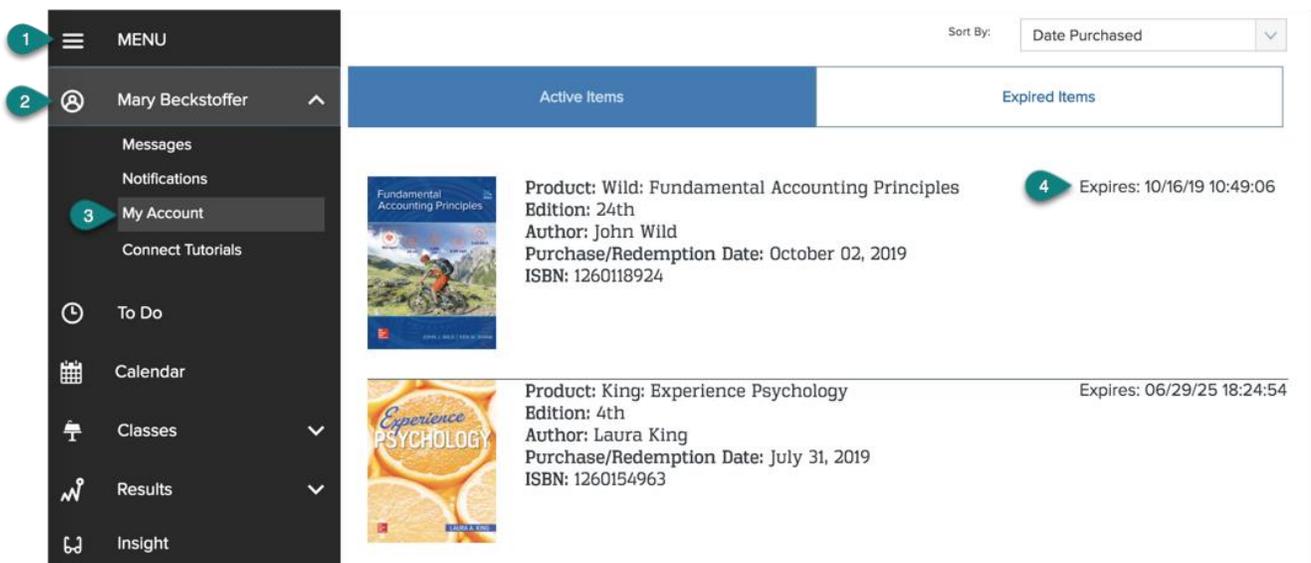
I purchased a used copy of the textbook for my course. Will an access code come with that text?

Most likely not, unless the used copy includes an unused access code. You will need to purchase an access code through one of the three purchasing options mentioned above.

I purchased an access code last semester but am now retaking the course; can I reuse the same access code?

Most Connect access codes provide for 180 day access. In some instances, you may have a course with 360 day access. In order to determine the length of time remaining on your access, navigate to the main menu on your Connect home page and follow the steps below.

1. Navigate to the Menu in Connect Course
2. Click on your Profile
3. Click on My Account



The screenshot shows the Connect Course interface. On the left, a dark sidebar menu is open, with 'My Account' highlighted. The main content area is titled 'Active Items' and shows a list of purchased items. The first item is 'Fundamental Accounting Principles' by John Wild, 24th Edition, purchased on October 02, 2019, with an expiration date of 10/16/19 10:49:06. The second item is 'Experience Psychology' by Laura King, 4th Edition, purchased on July 31, 2019, with an expiration date of 06/29/25 18:24:54. A 'Sort By: Date Purchased' dropdown is visible at the top right of the main content area.

I purchased the wrong product. How do I get a refund?

You can access our customer service refund page at:

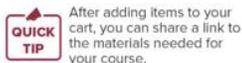
<https://mhedu.force.com/CSOM/s/website-product-return>

I am trying to purchase an eBook from mheducation.com and I'm not sure which purchasing option to select.

We have multiple options for materials at varying price points. If your instructor is assigning homework, you will want to select the digital tab below. You will purchase Connect, which includes an eBook. If you just need an eBook, you would navigate to the Print/eBook tab.

Purchase Options

Students, we're committed to providing you with high-value course solutions backed by great service and a team that cares about your success. See tabs below to explore options and pricing. Don't forget, we accept financial aid and scholarship funds in the form of credit or debit cards.



DIGITAL	PRINT/EBOOK	BUNDLES
<div data-bbox="110 709 440 1260"><h3>McGraw-Hill eBook</h3><ul style="list-style-type: none">The eBook option does not include access to Connect. If your instructor assigned Connect for your course, click on the "Digital" tab.Rent or purchase for a fraction of the printed textbook priceEasily highlight, take notes and search in your eBookDownload free ReadAnywhere App for offline access to eBook for anytime reading<p>Learn more</p><p>Rent (180 Day) \$49.99</p><p>ACCESS EBOOK</p></div>	<div data-bbox="467 709 797 1207"><h3>Textbook Rental</h3><ul style="list-style-type: none">Savings of up to 70% off a traditional textbookFeel free to highlight your rentalReturn your book or opt to purchase at end of rental periodNo-hassle returns with free shipping<p>ISBN10: 126021026X ISBN13: 9781260210262</p><p>Purchase \$78.00</p><p>REQUEST A COPY</p></div>	<div data-bbox="824 709 1154 1176"><h3>Loose-Leaf Purchase</h3><ul style="list-style-type: none">Purchase un-bound 3-ring binder ready textbookFlexibility and ease of selecting chapters to take where you want to go<p>What are my shipping options?</p><p>ISBN10: 1260399788 ISBN13: 9781260399783</p><p>Purchase \$130.66</p><p>REQUEST A COPY</p></div>

How do I purchase a loose-leaf version of the textbook?

We have multiple options for materials at varying price points. Go to mheducation.com and search for your textbook. Choose your version. Check that you selected the correct edition and then scroll down to Purchase Options. Select the Print/Ebook tab and click Buy Now under Loose-Leaf. You can then complete your purchase by going to your cart.

Purchase Options

Students, we're committed to providing you with high-value course solutions backed by great service and a team that cares about your success. See tabs below to explore options and pricing. Don't forget, we accept financial aid and scholarship funds in the form of credit or debit cards.

QUICK TIP
After adding items to your cart, you can share a link to the materials needed for your course.

DIGITAL	PRINT/EBOOK	BUNDLES
 McGraw-Hill eBook <ul style="list-style-type: none">The eBook option does not include access to Connect. If your instructor assigned Connect for your course, click on the "Digital" tab.Rent or purchase for a fraction of the printed textbook priceEasily highlight, take notes and search in your eBookDownload free ReadAnywhere App for offline access to eBook for anytime reading Learn more Rent (180 Day) \$49.99	 Textbook Rental <ul style="list-style-type: none">Savings of up to 70% off a traditional textbookFeel free to highlight your rentalReturn your book or opt to purchase at end of rental periodNo-hassle returns with free shipping ISBN10: 1260500527 ISBN13: 9781260500523 Purchase \$98.00 RENT NOW	 Loose-Leaf Purchase <ul style="list-style-type: none">Purchase un-bound 3-ring binder ready textbookFlexibility and ease of selecting chapters to take where you want to go What are my shipping options? ISBN10: 1260041719 ISBN13: 9781260041712 Purchase \$164.00 BUY NOW

