

# 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:

<p><b>Use Connect Code</b></p> <p>To access Connect, first enter your 20 digit access code.</p> <p>Access Code</p> <input type="text"/> <p>What is this?</p> <p><b>REDEEM</b></p>	<p><b>Connect</b></p> <p>Full digital experience with discounted loose leaf textbook available after registration.</p> <p><b>BUY IT</b></p>	<p><b>Connect + Printed Textbook Rental</b></p> <p>Save up to 30% more versus purchasing separately.</p> <p>Want to know more about rental?</p> <p>Connect access until: 03/25/2021</p> <p><b>RENT IT</b></p>	<p><b>Temporary Access</b></p> <p>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.</p> <p><b>ACCESS NOW</b></p>
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## **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

Sort By:

Active Items	Expired Items
 <p>Product: Wild: Fundamental Accounting Principles Edition: 24th Author: John Wild Purchase/Redemption Date: October 02, 2019 ISBN: 1260118924</p>	<p>Expires: 10/16/19 10:49:06</p>
 <p>Product: King: Experience Psychology Edition: 4th Author: Laura King Purchase/Redemption Date: July 31, 2019 ISBN: 1260154963</p>	<p>Expires: 06/29/25 18:24:54</p>

## 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.



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

DIGITAL	PRINT/EBOOK	BUNDLES
<div><h3>McGraw-Hill eBook</h3><ul style="list-style-type: none"><li>• The eBook option does not include access to Connect. If your instructor assigned Connect for your course, click on the "Digital" tab.</li><li>• Rent or purchase for a fraction of the printed textbook price</li><li>• Easily highlight, take notes and search in your eBook</li><li>• Download free ReadAnywhere App for offline access to eBook for anytime reading</li></ul><a href="#">Learn more</a><div><b>Rent (180 Day)</b> <b>\$49.99</b></div><div>ACCESS EBOOK</div></div>	<div><h3>Textbook Rental</h3><ul style="list-style-type: none"><li>• Savings of up to 70% off a traditional textbook</li><li>• Feel free to highlight your rental</li><li>• Return your book or opt to purchase at end of rental period</li><li>• No-hassle returns with free shipping</li></ul><p>ISBN10: 126021026X   ISBN13: 9781260210262</p><div><b>Purchase</b> <b>\$78.00</b></div><div>REQUEST A COPY</div></div>	<div><h3>Loose-Leaf Purchase</h3><ul style="list-style-type: none"><li>• Purchase un-bound 3-ring binder ready textbook</li><li>• Flexibility and ease of selecting chapters to take where you want to go</li></ul><a href="#">What are my shipping options?</a><p>ISBN10: 1260399788   ISBN13: 9781260399783</p><div><b>Purchase</b> <b>\$130.66</b></div><div>REQUEST A COPY</div></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.



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

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<div><h3>McGraw-Hill eBook</h3><ul style="list-style-type: none"><li>The eBook option does not include access to Connect. If your instructor assigned Connect for your course, click on the "Digital" tab.</li><li>Rent or purchase for a fraction of the printed textbook price</li><li>Easily highlight, take notes and search in your eBook</li><li>Download free ReadAnywhere App for offline access to eBook for anytime reading</li></ul><a href="#">Learn more</a><div><b>Rent (180 Day)</b> <b>\$49.99</b></div></div>	<div><h3>Textbook Rental</h3><ul style="list-style-type: none"><li>Savings of up to 70% off a traditional textbook</li><li>Feel free to highlight your rental</li><li>Return your book or opt to purchase at end of rental period</li><li>No-hassle returns with free shipping</li></ul>ISBN10: 1260500527   ISBN13: 9781260500523<div><b>Purchase</b> <b>\$98.00</b></div><div><b>RENT NOW</b> </div></div>	<div><h3>Loose-Leaf Purchase</h3><ul style="list-style-type: none"><li>Purchase un-bound 3-ring binder ready textbook</li><li>Flexibility and ease of selecting chapters to take where you want to go</li></ul><a href="#">What are my shipping options?</a>ISBN10: 1260041719   ISBN13: 9781260041712<div><b>Purchase</b> <b>\$164.00</b></div><div><b>BUY NOW</b></div></div>

