

Dear Coe College Team,

Akados values our partnership with Coe College and is committed to providing students with the materials they need to be successful in the classroom. To ensure a smooth experience for both students and instructors, I'd like to remind you of the available support resources.

### For Students

#### Support Site: [textbookx.com](https://textbookx.com)

- The online bookstore offers a wealth of information tailored to address common questions and issues.
- **Live Chat:** Available 24/7/365, providing immediate assistance directly through the help tab of your school's textbook store site.
- **Email Support:** Available 24/7/365, students and Instructors can reach out directly to our support team at [help@vitalsource.com](mailto:help@vitalsource.com).
- **Promoted Articles:** A library of answers to the most common questions and concerns that we receive student outreach on.

### For Campus Main Points of Contact, Administration and Faculty

#### Support Site: [success.vitalsource.com](https://success.vitalsource.com)

- We have created a specialized site designed to address the unique needs of our main points of contact, administration and faculty.
- **Email Support:** For email inquiries, contact us at [success@vitalsource.com](mailto:success@vitalsource.com). Our inbox is monitored Monday through Friday, 8am to 8pm EST.

Below are examples of common concerns received by our support team, along with guidance to help students and instructors get timely answers.

#### 1. Where are the materials I ordered?

- Students should check their email for tracking information on physical items and delivery details of digital items.
- Advise students to check their spam folder if they cannot locate their order information from TextbookX.com.
- If they still have trouble, please ask that students contact our support team with their order number.

#### 2. How can I access the online materials I ordered?

- Please refer to this support page for guidance on accessing digital materials: [Accessing Digital Materials](#)

#### 3. The wrong book was adopted for my class. How can we update this?

- Contact our Success team with the following details to assess the impact on students who have ordered and determine next steps.
  - a. A list of all affected classes
  - b. ISBN and title of incorrect materials
  - c. ISBN and title of the correct materials to be adopted

**4. I no longer need the book I ordered; can I return it for a refund?**

- Students should reach out to our support team with their order number and ISBN of the item they wish to return.
- Our team will confirm if the item is refundable and provide instructions on how to complete the return.

We are wishing everyone at Coe College continued success during the current term! Please reach out if there is anything we can help you and your students with regarding the online bookstore.

Best,

Katie Aschenbrenner

Customer Success Manager

VitalSource