APPENDIX

Publisher’s ACCESS CODE

For some Distance courses, the publisher of your textbook requires an access code to view content and take tests on their Web site, or access the CD that comes with a non-used text.

After you are in your course site, you will find a second logon box, usually under Course Materials or Course Documents, where you will type in the access code that came with your textbook.

**Access codes only come with the purchase of a new book** Access codes which may come with a used text probably will not work, as they are only single-use codes. **If you have purchased a used text, you may want to check with the Book Centers or the book’s publisher to find out whether you can purchase an access code separately.**

**SUPPORT FOR WEB COURSES THAT REQUIRE AN ACCESS CODE:** If you have trouble with the access code, **you should contact the publisher** through their Web address or telephone number provided with the code. We also recommend you inform your instructor that you are having a problem. If you cannot find the information that came with your code, try contacting the publisher from the information listed below.

**Tri-C Distance Learning CANNOT help you with the publisher’s access codes, because the access code is issued by the publisher.**

Academic Systems (**Plato**) – Refer to the Web site, [http://support.academic.com](http://support.academic.com).

Addison Wesley – Go to [www.aw-bc.com](http://www.aw-bc.com). Click the Student Support tab.


Houghton Mifflin – (800) 732-3223 ext. 3 or e-mail to support@hmco.com.


Prentice Hall/Pearson – 1-888-384-7135

John Wiley & Son (**Egrade Plus**) – Go to [www.Wiley.com/techsupport](http://www.Wiley.com/techsupport) for FAQs, chat with technical support or complete the online e-mail form.

Wadsworth (Thomson) – (**WebTutor/InfoTrac**) – Web Tutor has multiple types or levels. You should receive instructions when you purchase your WebTutor Access Code. On their Web site, they recommend students contact Thomson Technical Support at 1-800-423-0563 if they experience problems with the Access Key. Information is also available at [http://webtutor.thomsonlearning.com](http://webtutor.thomsonlearning.com). Click on the **Blackboard** link, and then click on **Student Support.**