

Tips for Students Regarding Digital Books (eBooks, iBooks, etc.)

Purchased at The SI Online Bookstore (Operated by MBS Direct)

1) If you were supposed to receive an email with an access code for an iBook. (This does not apply to products, such as the Government text, for which the access code is shipped to you on a printed card.)

a) The code is emailed to you if you setup the account and made the purchase yourself. However, if your parent actually makes the purchase by setting up the account with his/her email address, there is an additional step where your email address should be entered. If that step is skipped, the email will go to your parent instead of to you. So, if your parent made the purchase, your parent's email account should be checked for the email with the code.

b) Getting code without finding the email: If you cannot find the email, you can just go back to the SI Online Bookstore, and attempt to log in with your email address. At that point, it should prompt you to create a password. If it doesn't, you can choose forgot password, which will send you a link within an email to reset your password. At that point, you should be able to access the iBook code on your Digital Bookshelf by clicking Reveal code, which reveals the same code from the email. On the Bookshelf you can then click the Launch Content button which will take you to iTunes to redeem the code.

2) If you go to your Digital Bookshelf, but the code is not there.

If you go to your Digital Bookshelf and do not see the code, it could be that you were already logged into the Bookshelf when the code was added, so the bookshelf did not refresh.

a) If this occurs, the first step would be to LOG OUT of the bookshelf and then log in again. Simply closing the browser app and reopening it is not sufficient, since iPad browsers may reopen the last page visited without refreshing it.

b) If this doesn't work, try logging out of the bookshelf again, but this time clear the browser's cache/history, etc., then quit the browser and restart the browser, before logging into the bookshelf again.

3) If the above does not resolve the problem, or you have a different issue.

You must contact customer service at MBS Direct at **1-800-325-3252** or email **VB@mbsBooks.com** (Email would be more efficient at the beginning of the semester, when hold times on the phone can be very long.)

SI and its on-campus Bookstore are not involved in the transaction, and do not have administrative access to this system, so customer service can only be provided by MBS Direct.

4) What is the Return Policy for Digital Books?

a) In general, non-activated eBooks, digital content, and access codes that are eligible for a refund can be returned within 14 days after class start date or within 14 days of purchase, whichever is later. **Digital content such as access codes, eBooks, etc. are non-returnable once accessed, activated, downloaded, or revealed.** Some Access Codes are non-refundable at all (even if they haven't been activated, redeemed, scratched, revealed or accessed).

b) For eBooks (including VitalSource), when the student goes into the bookstore “shelf or portal,” they will see the following. **Once the ACCESS CONTENT button is clicked, the item will not be returnable:**

Digital Content			
ITEM	DATE PURCHASED	FORMAT	STATUS
A Tale of Two Christmas Letters - 19 by: Cathy Gillen Thacker ISBN-13: 978-1-4880-4241-6	2026-04-30	VITAL  (Does not expire if downloaded)	

c) For Access Codes, the student will receive an email that contains something similar to the following. **Typically, once the step to REVEAL AND/OR COPY the Access Code has been performed, the item will not be returnable.**

 WebAssign for Larson's Calculus: An Applied Approach

1. Confirm you have the correct item for your course (VBID: 9781337879583).
2. Reveal and copy the access code.

 Some items cannot be returned once the code is revealed. [Review Return Policy](#)

Access Code

 Copy

3. Visit the publisher or third party website to redeem your access code and start using your materials.*

Go to Website

* A Course Key may also be required, this may be found on a receipt or obtained from an instructor.