



# Frequently Asked Questions

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## 1) What is available in the Student Resources section of my course?

SAGE Coursepacks are collections of book-specific student and instructor resources that your instructor may import into your course's learning management system (LMS). These resources are made available to your instructor by SAGE Publishing.

Your instructor has the ability to grant you access to a variety of different resources. Here are some that may be available to you. Note that not all Coursepacks contain the same set of resources:

- Chapter learning objectives: These are also located in your textbook.
- Links to the interactive eBook: Each chapter of Student Resources contains a link to the corresponding eBook chapter. You'll find instructions for how to purchase access to the eBook in the Textbook Information section of your course (if visible).
- Flashcards: Each chapter contains a link to online flashcards that test your knowledge of that chapter's key terms.
- Journal Articles: Each chapter provides access to one or more SAGE journal articles.
- Multimedia Resources: Each chapter contains a collection of multimedia (links to videos, audio, and web resources) that tie to each chapter's learning objectives.

## 2) How do I access my interactive eBook?

You may navigate to the Textbook Information section of your course (if visible). There, you will find a link and instructions for how to access the eBook through the VitalSource website. You may either purchase access to the book, or, if already purchased, redeem an access code. Each chapter of Student Resources in your course also has a link to that corresponding chapter in the eBook. Once you have purchased the eBook and/or redeemed your access code, you will be able to access the eBook through your course.

### **3) My web browser prevents me from viewing a video or other content. What do I do?**

For help with managing your browser's pop-up blocker or other features, contact your university's IT department. If you encounter problems accessing external links or media, contact the SAGE support team.

- Call us at 1 (800) 818-7243 ext. 7080 [toll free] / 1 (805) 410-7080 [direct]
- Email us at [textbookstechsupport@sagepub.com](mailto:textbookstechsupport@sagepub.com)

### **4) Whom do I contact if I have trouble navigating my course?**

For help with navigating or using your course, contact your institution's instructional technology department.

### **5) Whom do I contact if I have questions about my course?**

If you have questions about materials in your course, please contact your instructor.