

ORDER COURSE MATERIALS

The Valencia College Online Bookstore: valenciacollege.edu/students/campus-store

1

Log in: Access the online bookstore through your MyVC portal and search for bookstore OR visit the website and log in with your Valencia College credentials. You can view a personalized page that lists all of the courses you are registered for plus the course materials that faculty and school administrators assigned to them.

2

Select Materials: Choose from the new, ebook, rental, and marketplace options that are available. Dual Enrollment students may not rent materials.

After selecting all of the items you want to order, click the cart icon on the top right of the screen and then click "Check Out Now."

3

Choose Delivery and Shipping: Select from one of the pre-populated delivery addresses or add a new one. Then choose free economy shipping for each item.

4

Payment: Select Bookstore Balance option for payment.

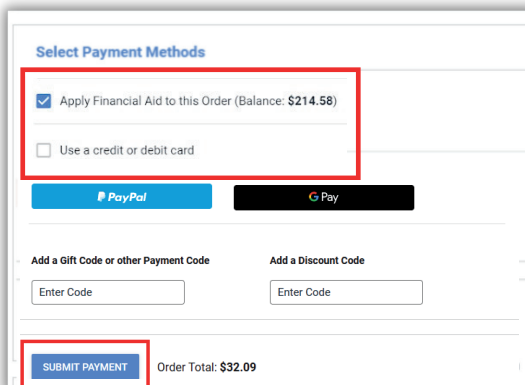
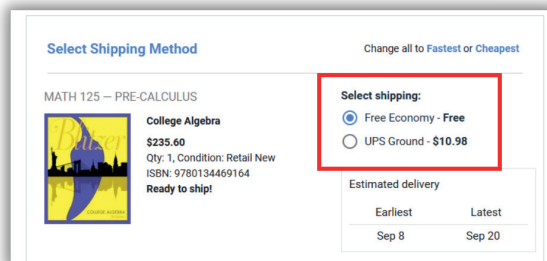
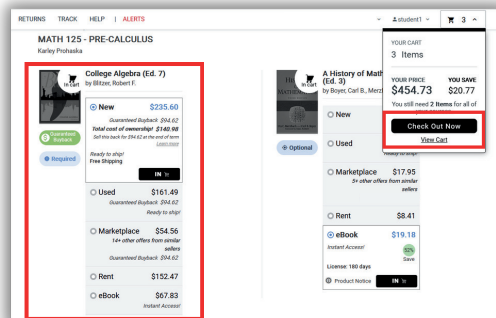
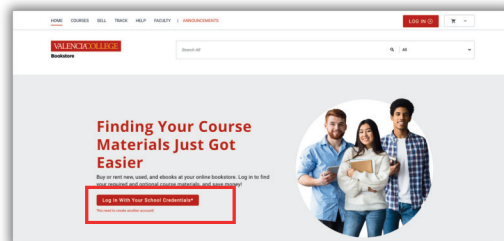
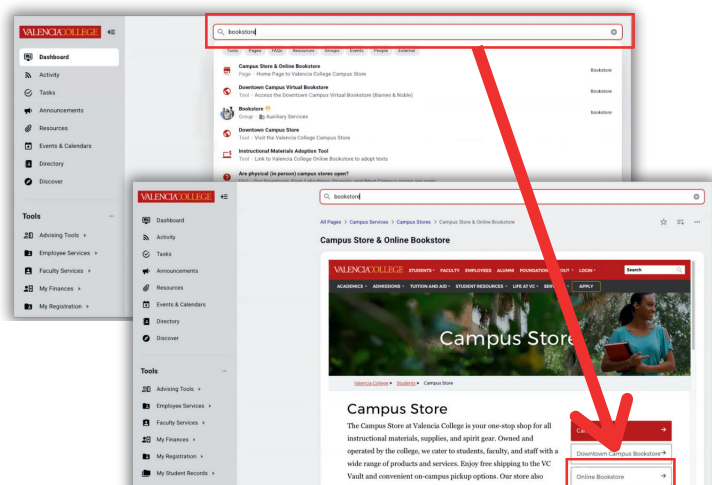
*If funds are not available, email dualenrollment@valenciacollege.edu for assistance.

5

Complete Order: After completing the billing information, click "Submit Payment" and an order confirmation email will be sent to your school email account.

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Note: You may pick up your materials at a Valencia Vault (available on every Valencia campus). You will have three (3) days to pick up your order from the Vault.



ADDITIONAL RESOURCES

Locate Digital Materials:

You will receive an email within a few hours of your order with instructions to access your material.

The access information will also be located in your Bookstore account under eLibrary.

*Depending on the publisher, some digital access is physically mailed. Check the confirmation email for details, or log into your Bookstore account and review your Purchases page for codes or tracking information.

The screenshot shows the 'ELibrary' section of a bookstore account. At the top, there's a navigation bar with links: MY COURSES, SELL, RETURNS, TRACK, BOOK SEARCH, and HELP. A user profile dropdown for 'student1' is open, showing options: Purchases, Track Order, Book Sales, eLibrary (highlighted), Messages, Settings, and Log Out. Below the navigation bar, the 'ELibrary' section lists four items:

- Big Magic : Creative Living Beyond Fear** by Gilbert, Elizabeth. It includes a note: 'This item is included in the tuition and/or fees for this course. Please take note of any optional materials that have been adopted by your instructor.' A red arrow points to the 'eLibrary' dropdown menu.
- MyMathLab with eText for Introductory and Intermediate Algebra for Oasis City Colleges of Chicago Electronic Access Code, 1/e** by Bittinger. It includes an 'Access Code' (WSCRSK-PLUNK-HAIRY-ATMAN-SAINT-LOOSE) and 'Redemption Links'. A red arrow points to the 'Access Code'.
- Sociology in a Changing World** by Korblium, William. It includes an 'Access Code' (EPXY2TWB8M1r5WZ45) and a 'Redemption Link'. A red arrow points to the 'Access Code'.
- Managing Human Resources** by Gomez-Mejia, Luis. It includes a note: 'Please see your original fulfillment email for access instructions'. A red arrow points to the 'Access Code'.

Customer Service:

If you need assistance with an order, click "Help" to use the dynamic tool to find a specific answer to your question.

You can also send an email or call the Customer Experience team by click on the phone and email icon on the right side of the webpage.

Our customer service team works year-round with 24/7 phone support at the start of every term.

valenciacollege.textboookx.com/help
1-407-582-5310

The screenshot shows the 'HELP' page in a bookstore account. At the top, there's a navigation bar with links: RACK, BOOK SEARCH, and HELP (highlighted with a red box). A 'Log in' button is visible. Below the navigation bar, there's a search bar with the placeholder text 'Enter a course name or code, e.g. Accounting 101' and a 'Search by instructor' checkbox. A red arrow points to the search bar. Below the search bar, there's a 'Need Help?' section with a 'CONTACT US' button (highlighted with a red box) and a 'Search for your question' input field. Below the input field, there are five blue buttons with white text:

- I need help with my order
- I need help placing a new order / General Questions
- I sold a book
- I want to sell a book
- Buyback Questions