Clark Atlanta includED Book Bundle

Helpful Hints Facts You Should Know!

- We will begin issuing rental and physical textbooks on **January 24, 2022**
- Digital textbooks will start being available on **January 7**
- **Be sure to check your CAU student email.**
  - All emails from the Campus Store regarding the includED course materials will go there.
    - The emails will be coming FROM: **Customerservice@follett.com** or Clark Atlanta University Campus Store.
    - Your digital books are in (Brytewave or Canvas), Access codes (Knewton, Cengage Unlimited are sent via email) (Labster, Chem101, CMUS, CCIS, CBUS are physical code and Rental textbooks are to be picked up at the Campus Store)
    - (Please check Spam and Other).

Here are some examples:

**When you have Brytewave digital materials:**

Your student email address is the only email address you can use. All your digital textbooks that are in Brytewave will be in your digital library.

Brytewave customer service number is 877-612-2233 if you have questions.
When You have Knewton Code or Cengage Unlimited:

You will receive an email from Clark Atlanta University Campus Store. Please follow the directions carefully. If you receive an error message ex: “code is not valid” or “code has already been used”. Please reach out to the Customer Service numbers or website below. These are auto generated codes. Campus Store cannot give a new code.

KNEWTON SUPPORT: https://support.knewton.com/s/contactsupport

Cengage Support Phone: 800-354-9706

Knewton

Cengage Unlimited
Courses that use MacMillian Learning and McGraw-Hill are in Canvas (CENG, CPSY, CBIO)

When you have Rental Books:

You will receive an email that you have rental books. The Spring 2022 due date is **May 6, 2022**. You must return all return textbooks back to the Campus Store on the due date. If you do not return the rental textbooks, you will charge a late fee and non-rental return fee. We do send at least three reminder emails to your CAU email address.
When you have a Physical Textbook:

You will receive an email when your textbook is ready for pick-up. If at least 3-5 days have passed and you have not received a physical textbook required by your professor, please come to the Campus Store immediately.

---Original Message---
From: CUSTOMERSERVICE@EOLLETT.COM <CUSTOMERSERVICE@EOLLETT.COM>
Sent: Monday, August 30, 2021 2:09 PM
To: [redacted]@students.cau.edu
Subject: Your order is ready for Pick-up

***External Email: Please exercise extreme caution when validating this sender, responding to requests, and opening any attachments***

Dear [redacted],

Thank you for your order.

This message is to inform you that your order is ready for Pick-up at the following store:

Store #2107
Clark Atlanta University Campus Store
Please call Store for store hours.

Order Number: 64209259

IF YOU NEED ANY ADDITIONAL ASSISTANTS

Zoom Help Session
Jan 10-28, 2022
11:00 AM – 3 PM

MEETING ID: 770 090 7911
PASSCODE: Spring2022

Contact Us
Questions or concerns can be emailed to includEDbook@cau.edu or

Angela Rose-Jackson, Store Manager
Clayton Hedgepeth, Assistant Store Manager

404-880-8521 includED Help Line
404-880-6026 Text Desk