Clark Atlanta includED Book Bundle

Helpful Hints Facts You Should Know!

- We will begin issuing rental and physical textbooks on January 12-16, 2023
- Digital textbooks will start being available on January 8, 2023
- **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:

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

From: Clark Atlanta University Campus Store <yourbookstore@em.doolitt.com>
Sent: Wednesday, August 4, 2021 10:40:23 AM
Subject: Digital Material For Gen Chem 1 & Recitation Has Arrived!

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

Dear [Student Name],

Gen Chem 1 & Recitation section 02 students are participating in a special program brought to you by your campus and campus store. This program provides you the required course material(s) on or before the first day of class.

Please find your order information, digital credentials, and access instructions below!

- **Order Number:** 210700616305889
- **Course Information:** Gen Chem 1 & Recitation section 02
- **Title Information:** Knewton alta Single Term Access (180 Days)

**How to Access Your Digital Course Material(s)**

1. Select or Copy & Paste in your browser the Access URL: https://www.knewton.com/
2. When prompted, enter your Access Code: K25G-DJ88-7RXD

For questions and concerns, contact your Campus Store for assistance.

Sincerely,

Clark Atlanta University Campus Store

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*Note: Please ensure you are accessing the correct website and use the Access Code provided.*
Courses that use MacMillian Learning, Cengage Unlimited and McGraw-Hill are in Canvas (CENG, CPSY, CBIO, CHIS)

When you have Rental Books:

You will receive an email that you have rental books. The Spring 2023 due date is **May 12, 2023**. 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@EFOLETT.COM <CUSTOMERSERVICE@EFOLETT.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: 64208259

Contact Us

Questions or concerns can be emailed to IncludEDbook@cau.edu or

Angela Rose-Jackson, Store Manager II
TaKeisha Moore, Assistant Store Manager

404-880-8582  includED-Book Bundle Help Line option #4