FAQ's for academics

1. **How do I log in as an academic?**
   You can log-in to your Kortext account through the Sign-In page!

   If your university is providing your eTextbooks, your login details will be sent to your university email address (this may be one of your first emails) or access will have been provided through your VLE.

   Forgotten your password? Go to app.kortext.com/login, enter your email address (usually your university email address) and click on Forgot password?. Then you will need to enter your email address again and a password reset link will be sent to this email with further instructions.

2. **Why am I being asked to register?**
   All first-time users on the Kortext platform are required to accept the T&Cs. You will not need to register for an account if you have been provisioned with a desk copy as the Kortext team will have already setup a personal account for you.

3. **How do I access my Digital textbook desk copy?**
   Kortext will directly provision you with a desk copy of the title/s you have adopted on your module/course. Simply follow the link in the email you will receive from Kortext to access your personal Kortext account and bookshelf where your book will be available for use.

4. **How long will I have access to the ebook?**
   Your desk copies that have been provisioned to you by Kortext have been set up in perpetuity. Inspection copies are provisioned for 30-days.

Kortext

5. **Trouble shooting – If I receive an error message or no active subscription message – what do I do?**
    Please contact support@kortext.com and provide as much information as possible. Please include screen shot of any error messages to allow your issue to be resolved as quickly as possible**.**

6. **How do I report a problem?**
    Please email library@surrey.ac.uk or the Kortext online support email supoprt@kortext.com .

7. **How do I suggest a new title for the digital textbook programme?**
    Prior to the start of each new semester, the Faculty Librarian team will reach out to programme and module leaders via email to request nominations for the scheme.

    The deadlines for submitting title recommendations are typically around July 1st for Semester 1 and December 1st for Semester 2. To recommend a title, programme and module leaders should tag the relevant book in their module's reading list.

    A video tutorial is available to guide you through the tagging process.

    Please note, due to budget constraints, only one book may be tagged per module, or up to six books can be selected per programme.

8. **I have tagged a title for the scheme on my reading list, how long will it be until it is available?**
We hope to make most books recommended for the scheme available 2 weeks before teaching starts for a particular semester. As a programme or module leader you will be provided with a personal copy and be sent an email with the link to activate the book.

   Please be aware that not all publishers will make their texts available via this scheme, so we will be in touch with you before teaching starts if your requested title is not available digitally via this scheme to discuss alternatives.

9. **How will I know when my title recommendation is ready to access?**
As a programme or module leader you will be provided with a personal copy and be sent an email with the link to activate the book.
Please be aware that not all publishers will make their texts available via this scheme, so we will be in touch with you before teaching starts if your requested title is not available digitally via this scheme to discuss alternatives.

10. **Why is the title I requested not available?**
Unfortunately, not all items can be made available digitally via the Digital Textbook scheme. This is often due to publisher or other right holder restrictions. Items published before 2012 can be harder to make available due to having to gain third party permission for images, charts etc.

The Library team will be in contact with you if we are unable to make your title recommendation available via the scheme. In that instance you may want to consider an alternative title or request a digitisation of a specific chapter. Please speak to your Faculty Librarian to help you at library@surrey.ac.uk

11. **Can I check if a book is going to be available on the Kortext platform before I recommend it?**
Yes. Simply log on to the Kortext bookstore – Icon found on the top right of your Kortext platform and search the store. Alternatively contact Kortext on support@kortext.com to request availability and an inspection copy, if required.

12. **Should I just use Kortext or are there other ebooks available to use?**
The titles available on the Kortext Digital textbook platform should work alongside the rest of the materials on your reading list. Together they will provide the access students need to get the most out of their learning and to be able to interact with a diverse range of resources.

The Library has access to a huge range of quality academic subject information resources including primary resources, books, articles, AV materials, conference proceedings, specialist online databases and much more. There is lots of help and support on creating and developing reading lists and how to access teaching materials from your Faculty Librarian team. Please contact library@surrey.ac.uk for support.

13. **How do I print? Can I print?**
    Kortext allows you to print pages from your eTextbook via the web reader. The amount is restricted by the publisher's copyright.

    The option to print is available on the left-hand panel in the reader, and can be accessed by clicking on the Print icon. Here you can also see how many pages you have left from your copyright allowance.

14. **How do I access additional resources for my text?**
    If you are an academic, you can contact your publisher sales representative who will provide access to the accompanying resources for your text. If the publisher of your text does not have a field based representative, Kortext can contact the publisher on your behalf to request the resources. Resources for students are often available on an accompanying website and they will be able to access free resources. If there are paid resources for your students, speak to your publisher sales representative to discuss access.

15. **How do I access Kortext analytics?**
    Your analytics access is available on the left-hand side of your Kortext account. Click the Analytics icon to access real-time data on your cohort of students.

16. **What access methods do students have?**
    Students can access their eTextbooks via the Kortext web app which is compatible with most major browsers. Students can also access their eTexbooks via tablets and mobile devices using Kortext native apps for Android, iOS, Windows and Mac.

17. **How do I request an inspection copy?**
    Please email support@kortext.com providing your name, university email address, title name, ISBN and the module you teach with your request.

    Please ensure the subject line is INSPECTION COPY REQUEST

Kortext