

1. How do I find a digital textbook for my module?

There are two main ways you can find the digital textbook for your module.

Firstly, via the link in your module reading list

To get going, follow these 3 simple steps

- Go to your module via SurreyLearn, click on the Course Materials Tab and then the link for Reading list.
- If your module leader has recommended a Digital Textbook the title will be linked at the top of the reading list.
- Click the link to access the platform. Access using your university credentials (username and password).

Secondly via the Kortext app

To get going, follow these 3 simple steps.

- Enter your username (your university email): xxxxx
- Enter your temporary password only valid on your first access (please change the password after your first access): xxxx
- Read and accept the T's and C's on your first access

There is a [video to help you](#)

2. What device should I use to read a digital textbook?

Your digital Textbooks can be accessed on up to 5 devices at a time and is supported on Windows, IOS, MAC, and Apple.

3. What devices can I download onto?

You can download the books on your Kortext bookshelf so that they can be read offline in the Kortext apps, now including the Mac app! If you are accessing with a Windows, Android, iOS or Mac device, once you have downloaded the app, the books on your bookshelf will be available for download.

Any study activity carried out whilst reading offline will sync across your devices when you next have a Wi-Fi connection.

You can download the Kortext app either from your device's app store or from the Kortext Help Centre page [here](#).

4. What if I can't see the digital textbook I need?

Please email library@surrey.ac.uk and we will help you.

5. Are the digital textbooks free?

Yes, the digital textbooks are free and available for you to use for 12 months.

6. How do I report a problem with a digital textbook?

You can use help function from inside the platform and search our support articles these can provide useful insights into features of the Kortext platform.

If you can't find the answer you can contact support@kortext.com and report the problem, you are experiencing with the platform.

7. Can I read the digital textbook if others are reading it at the same time?

Yes, all the digital Textbooks supplied by Kortext are provisioned to you on a 1:1 basis therefore allowing all students who have been provisioned a title to access and use the title simultaneously when and where they want.

8. How long will I have access?

You will have access to your titles that have been provisioned to you for 12-months from the date you first accessed the title.

9. Are all my books for my modules on Kortext?

No not all your books or learning materials are available just through the Kortext platform. We encourage you to use your [module reading list](#) and [SurreySearch](#) the library search tool to explore all our print and online collections.

10. What accessibility features can I use? i.e. [Removing barriers to learning](#)

The Kortext platform provides the following features to assist with accessibility:

- Read aloud
- Text size adjustment
- Page size adjustment
- Translate
- Font options including open dyslexic – EPUB format only
- Background colour change – EPUB format only

11. Is there a read-aloud feature?

Yes. The read aloud feature allows you to highlight a selection of text and to have this read aloud to you. You are able to chose from a female or male voice and can adjust the speed to ensure personal preference is achieved.

12. Can I change the font or background colour?

Background colour can be changed on titles that have been provisioned in EPUB format only.

13. How do I log in?

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.

14. 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.

15. How do I report a problem?

Please email library@surrey.ac.uk or the Kortext online support email support@kortext.com