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learning cloud

Welcome to Oxford Learning Cloud by Oxford University Press! To help you get off to a smooth start this term, this Student Quick Start Guide will cover the need-to-know information about using and accessing your Learning Cloud course.

What's Inside

- Register for Your Course
- Oxford Insight Study Guide*
- Where to Go for More Help
- Student FAQ

*Oxford Insight Study Guide is available for select Oxford titles.

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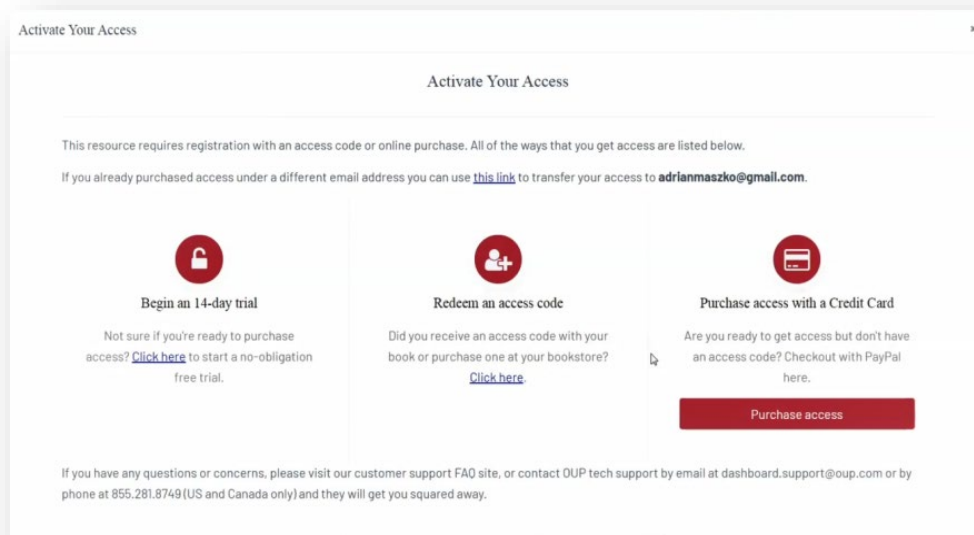
How You Will Register for Your Course

Follow these 3 simple steps to register and begin using your Learning Cloud course!

Step 1: Navigate & Login

- First, visit the unique URL for your Learning Cloud course provided by your instructor. For example: https://oup.instructure.com/enroll/XXXXXX
- Within your course, you'll be prompted to either login or create an OUP Instructure account.

Step 2: Activate Access

- Once you login, you're in the course. However, the first time you encounter 'locked' content, you'll be prompted to gain access by entering a redemption code, purchasing access, or starting a free trial.

- **If you select "Redeem an access code",** you'll be prompted to enter the access code you received with the purchase of your book or through your bookstore and then hit "Redeem". You'll then have access for the duration of time denoted with the code.

Access cards in the printed book may refer to Oxford Learning Cloud by it's former name, Dashboard. Note that unused Dashboard access code will still be valid for Learning Cloud.

- **If you select "Purchase access with a Credit Card",** you'll be prompted to checkout with PayPal. You will notice that much of the information has been populated.
- Finished entering your information, click "Continue," and follow the prompts to process your purchase.

Note that no PayPal account is required for this process. You may choose to use one or checkout as a guest.

- **If you select "Begin a trial",** you will have full access to your Learning Cloud course material for the duration of the trial length specified on the screen. **After the completion of the trial period, you will be prompted to redeem an access code or purchase access in order to continue accessing protected content**.
  - OUP will automatically count down the days of your free trial
  - All of your work during the trial period will be saved!

Activate Your Access   ✕

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Not ready to purchase access or redeem a code?

All of the locked resources for this product can be previewed for a single, uninterupted 14-day period. To start your free trial please click the button below.

Activate a 14-day Free Trial

Click here to return to all of the ways that you get access to this and other protected resources.

If you have any questions or concerns, please visit our customer support FAQ site, or contact OUP tech support by email at dashboard.support@oup.com or by phone at 855.281.8749 (US and Canada only) and they will get you squared away.

Step 3: Use
- After gaining access to 'locked' content, you can begin using Learning Cloud.

Need help? Contact the Digital Support Team at:

Website: https://oup.softwareassist.com/
Email: LearningCloud.Support@oup.com
Phone: 855-281-8749

Digital Support Hours:

- Monday–Friday: 9:00am–11:00pm (EST)
- Saturday: 11:30am–8:00pm (EST)
- Sunday: 11:30am–11:00pm (EST)

Using Oxford Insight Study Guide

Depending on the Oxford title you have adopted for your course, your Oxford Learning Cloud course may incorporate Oxford Insight Study Guide, a a powerful, personalized digital learning tool designed to help you succeed in your course. If your course includes Oxford Insight Study Guide a link to it will appear in a separate Oxford Insight Study module on your Oxford Learning Cloud home or modules screen.

Use Oxford Insight Study Guide to:

- Check and reinforce your understanding of what you read in your textbook
- Get personal practice that prioritizes the areas where you need the most help
- Prepare for high-stakes exams in fun, game-like environment
- Optimize your learning—and your grades

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insight study guide
Active Engagement, Deeper Understanding

Navigating the Study Guide

- Click on the **Oxford Insight Study Guide** module in your Oxford Learning Cloud course

- Review the **Getting Started** unit with the guide, an introductory walkthrough of the Insight Study Guide student experience.

- **A study guide module for each chapter of your text** can be accessed from your Study Guide homepage.

- Be sure to **Share Your Feedback** on your study guide experience via the brief survey at the bottom of the course.
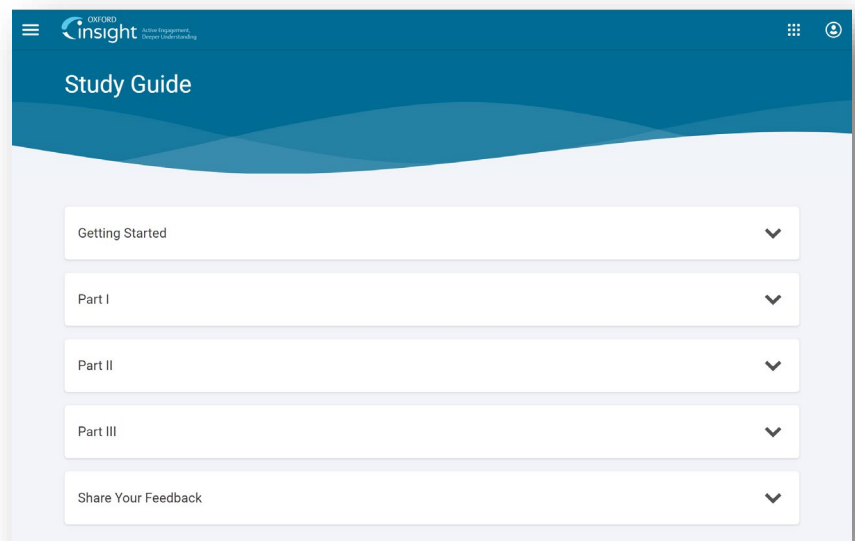
Working Through A Study Guide Chapter

- Each chapter of the Study Guide consists of four parts, and each part has multiple exercises.
- As you progress through the Study Guide, **you'll be earning stars toward a target score**. Each Study Guide chapter has its own target score, and achieving the target score for a given chapter earns you a score of 100%.
- **After reading a chapter, work through Parts 1-3** of the Study Guide to cement your knowledge, check your understanding, and apply concepts.
- **Then come back to practice in Part 4, Personal Practice**, where you'll start with the areas that are the most challenging for you. You can practice as long as you need to in order to reach your target score.
- **If you wait 12 hours between completing Part 3 and starting Part 4, you will earn 50 extra bonus stars**. Spacing out your Study Guide sessions will help with long-term retention of the material.
- Feel free to leave and come back as many times as needed. Your progress is saved when you click the **Save and continue** button at the end of every exercise. When you return, you will find yourself at the beginning of the next exercise.

★ **365**

Achieve this number of stars to get 100%

|		
Part 1: Review and Recall	🗐 10 exercises	☆ 75
Part 2: Check Your Understanding	🗐 10 exercises	☆ 130
Part 3: Apply Your Knowledge	🗐 2 exercises	☆ 112
Part 4: Your Personalized Practice	🗐 35 exercises	☆ Unlimited

Submitting your work in the Study Guide

Your instructor can view student progress through the guide and may assign modules as part of your required course work. There are three ways to submit your Study Guide work.

1. **Target score submission**: Once you have achieved the target number of stars for a Study Guide, it will automatically be submitted to the Oxford Insight gradebook with a score of 100%.
2. **Due date submission:** If your instructor has set a due date for the chapter, and you have not yet achieved the target score, your current score for that chapter is automatically submitted at 11:59 PM on the specified due date.
3. **Voluntary submission:** Any time after completing Parts 1-3, you may opt to submit your current score and finish the chapter before achieving the target score via the submit button.
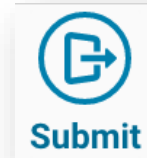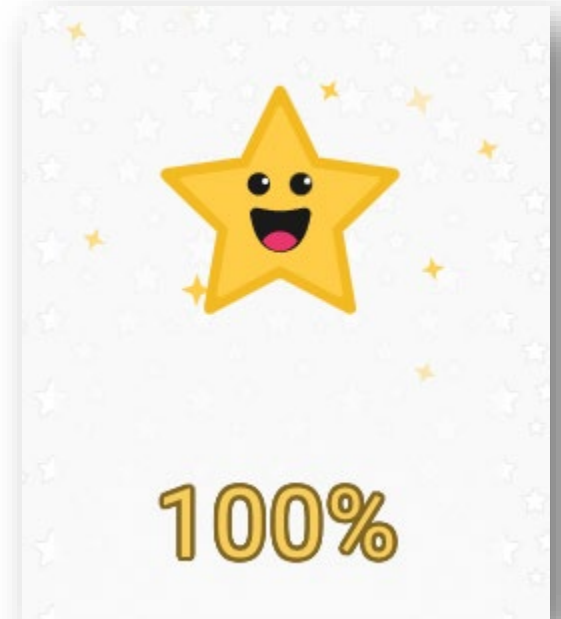
After submission, subsequent visits to the Study Guide are in review mode. Review mode allows you to view the correct answers for all questions. Once in review mode, questions cannot be tried again and your score cannot be re-submitted.

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Support Tips:

- Record the incident or case number that the Support team assigns to your question/request. Your instructor may ask for this if you are concerned that your issue may impact your ability to complete coursework

- If you are reaching out about difficulties registering with an access code, please be prepared to provide your code to the Support team.

Q: How do I register for my Learning Cloud course?
A: Follow the 3 simple steps listed in the **Register for Your Course** section to register begin using Learning Cloud.

Q: What technical support resources are available to me?
A: Our dedicated **Digital Support Team** is available by phone and email to assist students with technical questions. For support regarding Oxford content or gaining access to Oxford content, contact our Digital Support Team at:
- **Website:** https://oup.softwareassist.com/
- **Email:** LearningCloud.Support@oup.com
- **Phone:** 855-281-8749
- **Digital Support Hours:**
    - Monday–Friday: between 9:00am–11:00pm (EST)
    - Saturday: between 11:30am–8:00pm (EST)
    - Sunday: between 11:30am–11:00pm (EST)

Q: How long can I access my Learning Cloud course?
A: All enrollments have access to their Learning Cloud for **the duration of your course**.

Q: Is it really worth accessing Learning Cloud for my course?
A: Yes! The resources, exercises, and activities in Learning Cloud will help you succeed in your course. In many cases your instructor may require you to complete work in Oxford Learning Cloud.

Q: Which internet browsers best support Learning Cloud use?
A: Learning Cloud works best with **Chrome** and **Firefox**. Use of Internet Explorer is strongly discouraged.

Q: What do I do if I am having problems logging into Learning Cloud?
A: If you cannot remember your password, you can follow the "Forgot your password?" link on the Learning Cloud login page to **recover your password**. Enter your username and press submit, and you will receive a password reset email to the email address associated with your account.

If you do not receive the email in a few minutes, this could be because you mistyped your username, your account's email address is not set or is incorrect, or the email was delayed or routed to your junk email folder. Check your Spam and Junk folders for the email. If you cannot find it you will need to contact Oxford's Digital Support Team.

The fastest way to get a response is to submit a new incident online. Please be sure to include your Learning Cloud username in your request.