

**OXFORD**  
UNIVERSITY PRESS

 OXFORD  
learning cloud

# Student Quick Start Guide:

Star/Waterman, *American Popular Music*, 5<sup>th</sup> Edition

## What's Inside:

[Introduction](#)

[Student FAQ](#)

[Register for Your Course](#)

[Getting Acquainted with Your Resources](#)

[Where to Go for More Help](#)

# Introduction

**Welcome to 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.

## Who We Are

At **Oxford University Press**, **content comes first**. We create high-quality, engaging, and affordable digital material in a variety of formats to meet your unique course needs.

## What We Offer

**Learning Cloud** for *American Popular Music*, 5<sup>th</sup> Edition, delivers engaging learning tools within an easy-to-use cloud-based courseware platform.

Learning Cloud was designed to be **streamlined**, **intuitive**, and as **clear** as possible. The platform is also supported and administered by Oxford University Press, so you can focus on learning.



# Student FAQ

## Welcome to Learning Cloud by Oxford University Press!

To help you get off to a smooth start this term, this Student FAQ will address some frequently asked questions about using and accessing the Learning Cloud course for *American Popular Music*, 5<sup>th</sup> Edition, by Larry Starr and Christopher Waterman.

### Q: How do I register for my *American Popular Music* course?

A: Follow the 3 simple steps listed in the [Register for Your Course](#) section to register begin using Dashboard.

### 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:

- **Email:** [LearningCloud.Support@oup.com](mailto:LearningCloud.Support@oup.com)
- **Phone:** 855-281-8749
- **Website:** <https://oup.softwareassist.com/>
- **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: Is student access to the Starr/Waterman Learning Cloud course included with my copy of the book?

A: **Yes!** All new print and digital copies of the text automatically include a one-time-use access code that allows students to unlock Learning Cloud for no additional cost.

# Student FAQ

**Q: How long can I access my *American Popular Music Learning Cloud* course?**

**A:** Once you redeem your code or purchase access you will have access to Learning Cloud for **the duration of your course**.

**Q: Is it really worth accessing Learning Cloud for this course?**

**A:** Yes! Learning Cloud's premium digital assets takes your learning to the next level and will help you succeed in your course. These digital learning solutions provide a variety of resources, exercises, and activities that drive and promote student success.

**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 [Dashboard 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 Dashboard Support.

**The fastest way to get a response is by [submitting a new incident](#).**

Please be sure to include your Learning Cloud username in your request.

You can also contact the Digital Support Team by phone at **855-281-8749**.

# Student Registration

## How Students Will Register for Your Course

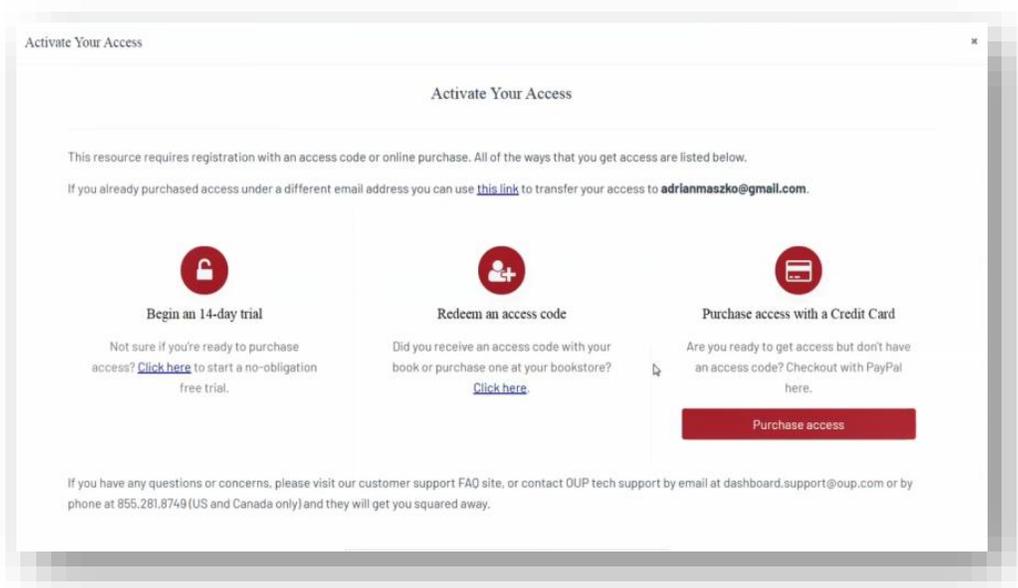
Follow these 3 simple steps to register and begin using your Learning Cloud course!

### 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.

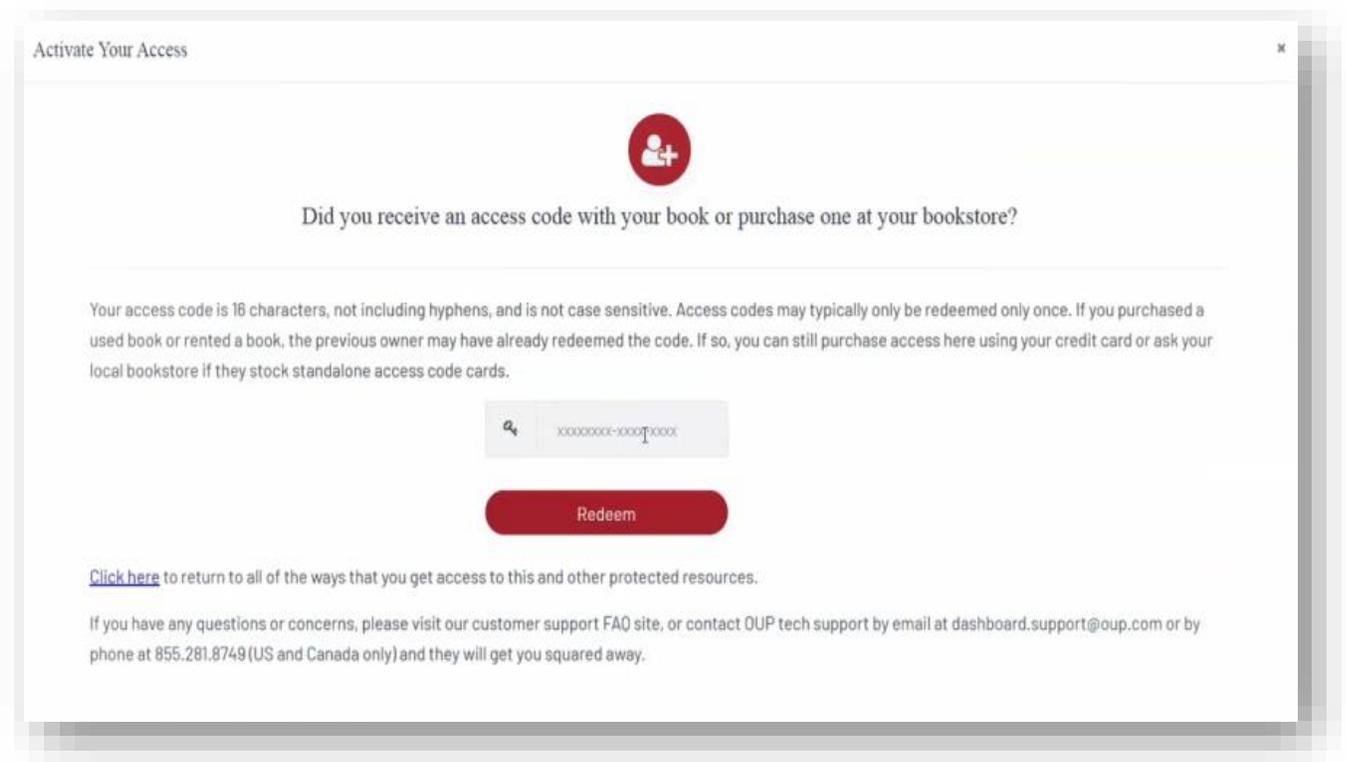
### Step 2: Activate Access

- 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.



# Student Registration

- If you select “Redeem an access code”, you’ll be prompted to enter the 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.



The screenshot shows a web form titled "Activate Your Access" with a close button (x) in the top right corner. At the top center is a red circular icon containing a white person silhouette with a plus sign. Below the icon is the question: "Did you receive an access code with your book or purchase one at your bookstore?". A horizontal line separates this from the next section. The text below reads: "Your access code is 16 characters, not including hyphens, and is not case sensitive. Access codes may typically only be redeemed only once. If you purchased a used book or rented a book, the previous owner may have already redeemed the code. If so, you can still purchase access here using your credit card or ask your local bookstore if they stock standalone access code cards." Below this text is a text input field with a magnifying glass icon on the left and a placeholder text "xxxxxxxx-xxxx-xxxx". Below the input field is a red rounded rectangular button labeled "Redeem". At the bottom, there is a blue link: "[Click here](#) to return to all of the ways that you get access to this and other protected resources." and a paragraph of contact information: "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](mailto:dashboard.support@oup.com) or by phone at 855.281.8749 (US and Canada only) and they will get you squared away."

# Student Registration

- 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 for you already.
  - When you’ve finished entering your information, click “Continue”.

Activate Your Access x



Are you ready to get access but don't have an access code? Checkout with PayPal here.

Complete the form below to complete your purchase on PayPal.com. No account is required for this process, you may choose to use one or checkout as a guest. If you meant to redeem an access code to access these protected resources please click [here](#).

<input type="text" value="I"/>	<input type="text"/>
<input type="text"/>	By the People Brief 4e Student Resources

Country:  State/Province/Region:

City	Address	Zip/Postal Code
------	---------	-----------------

I'm not a robot  [Privacy](#) [Terms](#)

# Student Registration

- You'll then see a purchase summary screen. Continue on to purchase access through PayPal.
- If you select "Begin a trial", you'll be prompted to redeem an access code or purchase access if you attempt to access locked content after the completion of the trial period.

## Step 6: Use

- After gaining access to 'locked' content, you're now able to begin using Learning Cloud!

**Need more help?  
Contact the Digital Support Team at:**

**Email:** [LearningCloud.Support@oup.com](mailto:LearningCloud.Support@oup.com)

**Phone:** 855-281-8749

**Website:** <https://oup.softwareassist.com/>

# Getting Acquainted with Your Resources

## What You'll Find in Your Course

Learning Cloud for *American Popular Music* by Larry Starr and Christopher Waterman includes:

- An **Enhanced eBook** that integrates the text's engaging narrative with music and other media resources to enrich the course
- **Interactive listening guides** to help students follow along with music they're encountering for the first time
- **Historic performance videos** that bring content to life provide some additional social/cultural context
- **Audio interviews** and **documentaries**, both of which bring content to life and provide some additional social/cultural context
- **Auto-graded quizzes**



Home

Assignments

Discussions

Grades

Files

Syllabus

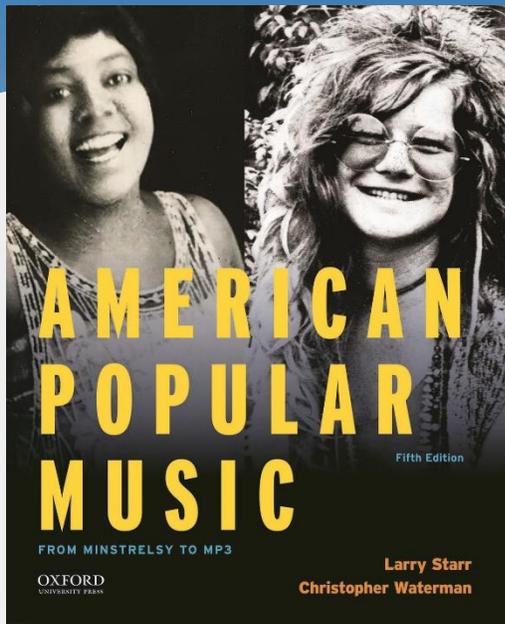
Quizzes

Modules

Collaborations

**Note** that activities and quizzes completed in the eBook are for self-study and do NOT report to a gradebook. Results will only be recorded for assessments assigned and accessed through your Dashboard Home or Assignments screen.

# Where to Go for More Help



Having trouble registering for access to Learning Cloud or there is an issue with the Oxford content itself?

**Contact Oxford University Press Support at:**

**Email:** [LearningCloud.Support@oup.com](mailto:LearningCloud.Support@oup.com)

**Phone:** 855-281-8749

**Website:** <https://oup.softwareassist.com/>

**Dashboard Support Hours:**

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