

Student FAQ

Starr/Waterman

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Welcome to Oxford University Press's digital resources! To help you get off to a smooth start this term, this Student FAQ will address some frequently asked questions about accessing and using the digital resources for *American Popular Music* by Larry Starr and Christopher Waterman!

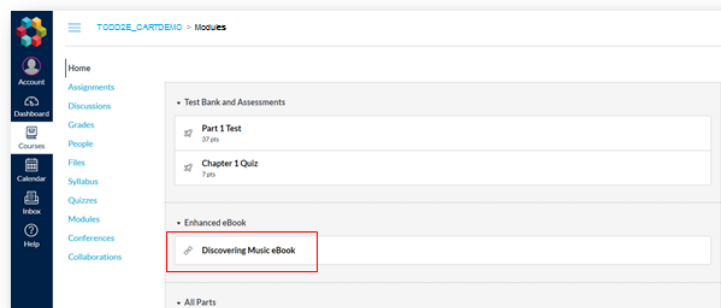
Q: How do I register for my *American Popular Music* course?

A: Follow these three simple steps to register and begin using Oxford University Press's digital learning resources for *American Popular Music*!

Step 1: Navigate

- First, login to your institution's learning management system (LMS) and access your course.

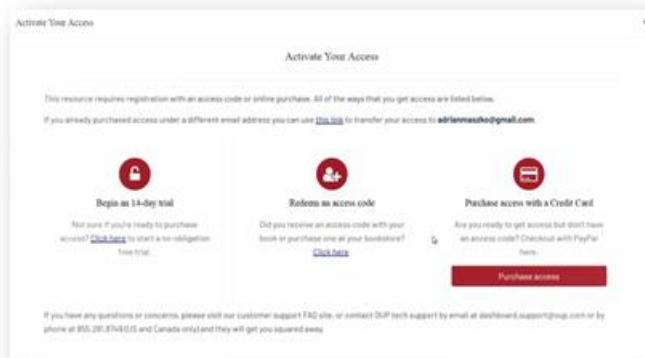
Step 2: Activate Access



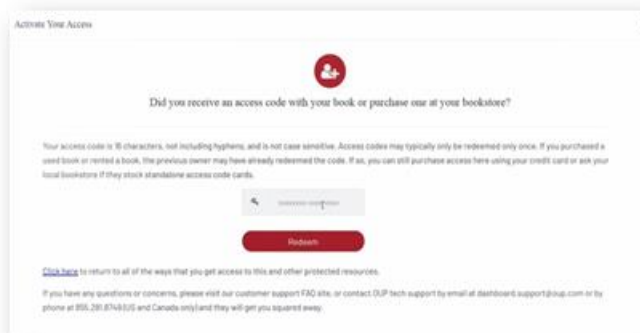
- The Oxford University Press resources will look a lot like the other resources in your course; however, the first time you encounter one that's protected you'll be asked to Activate your Access.

Student FAQ

Starr/Waterman



- When prompted to activate your access, you will have three options:
 1. Redeem an access code, which you may have purchased with a print text or separately
 - 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.



2. Purchase access with a credit/debit card or PayPal account
 - a. 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”.
 - You’ll then see a purchase summary screen. Continue on to purchase access through PayPal.

Student FAQ

Starr/Waterman

Activate Your Access

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.

Country:

State/Province/Region:

City:

Address:

Zip/Postal Code:

I'm not a robot

3. Activate a free trial

- a. 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.
 - OUP will automatically count down the days of your free trial
 - You will be prompted to redeem or purchase at the end of the trial
 - All of your work during the trial period will be saved!

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:** LearningLinkDirect.Support@oup.com
- **Phone:** 855-281-8749
- **Website:** <https://oup.softwareassist.com/>
- **Digital Support Team 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 it really worth accessing OUP’s digital learning resources for this course?

A: Yes! OUP’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.

Student FAQ

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Q: How long will I have access to Oxford University Press's digital learning tools for my book?

A: You will have access to OUP's digital content for **the duration of your course**.

Q: Is access to the digital learning resources for *American Popular Music* included if I purchase a new 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 our premium digital content** for no additional cost.

Q: What if I purchased a used or old edition of the book?

A: If you purchased a used book, OUP provides you with the option to purchase stand-alone access to our digital content.

Q: What if I'm not prepared to purchase the text or stand-alone access at the start of the term?

A: Students who are not prepared to redeem their access code or purchase access at the start of the term will have the option to activate a 14-day free trial. This free trial option ensures that you'll have access to an eBook and all of the material that you'll need for your class on day one.

Q: Which internet browsers best supports the use of OUP's digital learning resources?

A: OUP's digital learning resources work best with **Chrome** and **Firefox**. Use of Internet Explorer is strongly discouraged.

Q: What do I do if I am having problems logging into my course?

A: If you can't login to your school's learning management system (LMS), contact your local IT department. If you're having trouble accessing Oxford content within your LMS, contact the OUP Digital Support team referenced previously.

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

- **Email:** LearningLinkDirect.Support@oup.com
- **Phone:** 855-281-8749
- **Website:** <https://oup.softwareassist.com/>