**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 using and accessing the Learning Cloud course for *The Cell* by Geoffrey Cooper.

---

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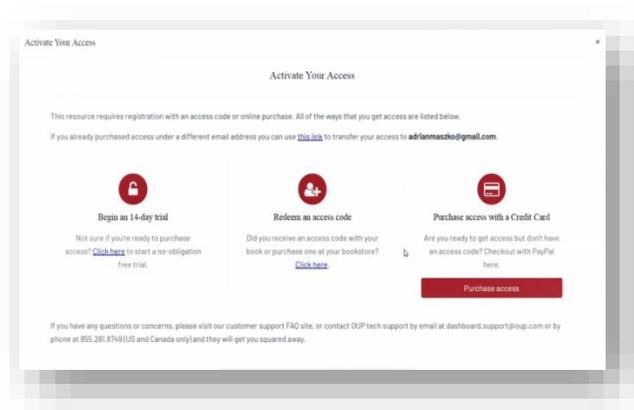


- If you select "Redeem an access code", you'll be prompted to enter the code you received with the purchase of your book or through your bookstore and then hit "Redeem". You'll then have access for the duration of time denoted with the code.
- If you select "Purchase access with a Credit Card", you'll 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.
  o 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!
**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
- **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 Cooper Learning Cloud course included with their 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.

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

**Q:  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 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 Digital 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.

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

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