Student Quick Start Guide:
Getz, *Uncovering History*

What's Inside:

Oxford University Press
Not for profit. All for education.

Welcome to Uncovering History, powered by Oxford Learning Cloud! 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 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

Uncovering History introduces you to engaging historical narratives and guides you to "do history" by encountering historical problems, obtaining evidence, and using that evidence in response. This isn't your typical textbook.

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.

Welcome to *Uncovering History* 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 *Uncovering History*.

Q: How do I register for my *Uncovering History* course?
A: Your instructor will let you know if you are going to access Uncovering History through your school's LMS course or separately on Oxford Learning Cloud. Based on that, follow the 3 simple steps listed in the **Register for Your Course** section to register begin using *Uncovering History*.

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: How long can I access my *Uncovering History* course?
A: You have access to *Uncovering History* for **the duration of the semester**.

Q: Which internet browsers best support *Uncovering History*?
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 *Uncovering History*?
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.

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

How To Register for Your Course
Follow these 3 simple steps to register and begin *Uncovering History*!

Step 1: Navigate & Login
- First, either
    - Visit the unique URL for your *Uncovering History* course provided by your instructor.
        - For example: https://oup.instructure.com/enroll/XXXXXX
    - Or, if you are accessing *Uncovering History* through your school's LMS course, they will point you to where to go in your LMS course.
- Within your course, you'll be prompted to either login or create a Learning Cloud 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.
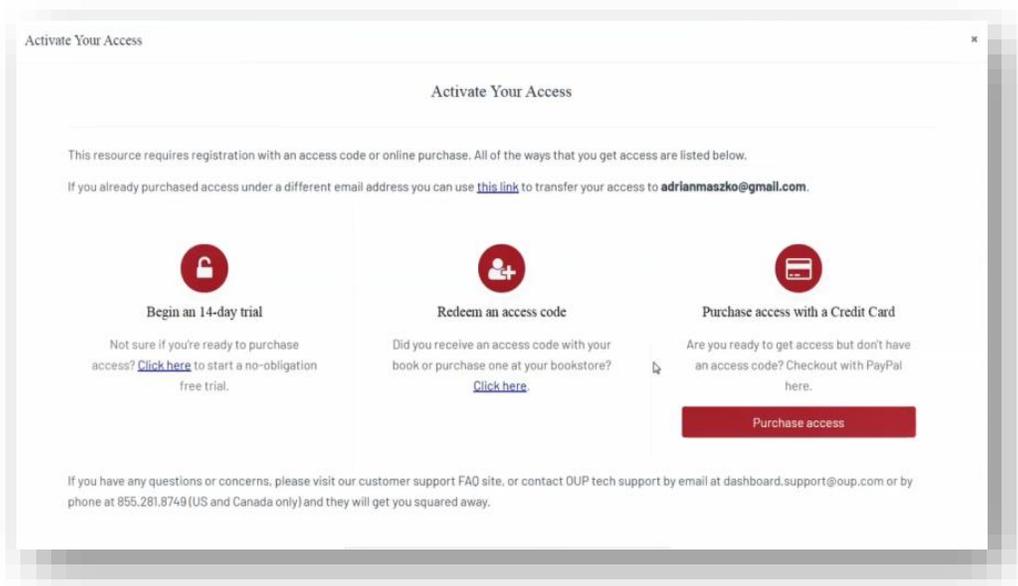
- If you select "Redeem an access code", you'll be prompted to enter the code you received with the purchase of your book or through your bookstore and then hit "Redeem". You'll then have access for the duration of time denoted with the code.

- 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.
- 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!

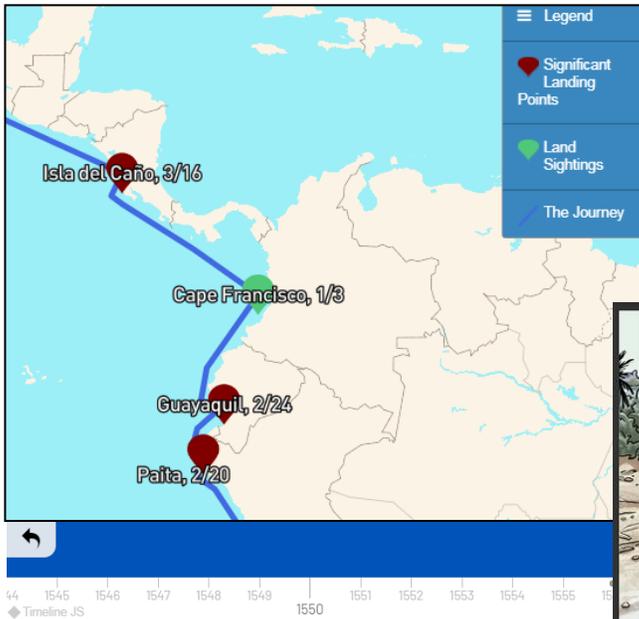**Need more help?**
Contact the Digital Support Team at:

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Phone: 855-281-8749
Website: https://oup.softwareassist.com/

Getting Acquainted with *Uncovering History*

What You Will Find in *Uncovering History*
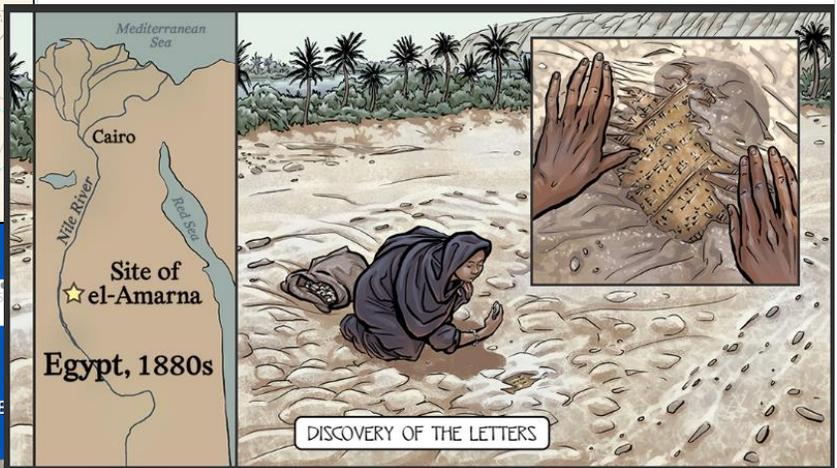
Make the past meaningful and memorable by "doing history."

A new way to learn history.

Uncovering History

Having trouble accessing *Uncovering History*?
Have you discovered an issue with the Oxford content itself?

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