

Welcome to Oxford University Press's *Uncovering History*! 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*, powered by Oxford Learning Cloud.

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 below to begin using *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>
 - Within the Learning Cloud course, you'll be prompted to either login or create a Learning Cloud account.
 - 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.

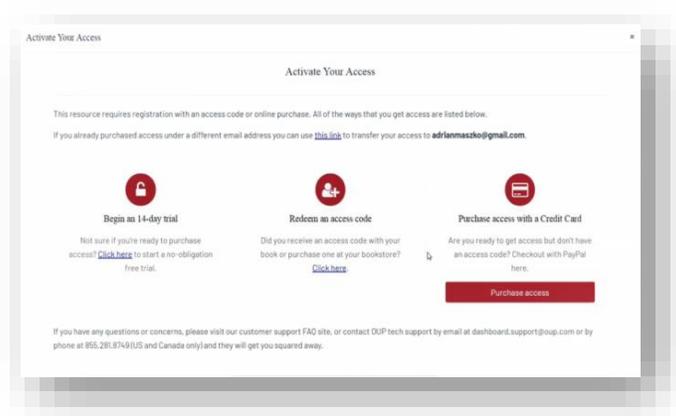
Step 2: Activate Access

- Once you login, or click on the link within your LMS course, you're in your *Uncovering History* 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.

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- 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.

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Activate Your Access

Did you receive an access code with your book or purchase one at your bookstore?

Your access code is 18 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.

Redeem

[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.

- When you've finished entering your information, click "Continue".

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 

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 3: Use

- After gaining access to 'locked' content, you're now able to 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: *Uncovering History*, powered by 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.

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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.

Q: Why can't I just go check out the Graphic Narrative, or the Interactive Map?

A: Modules in *Uncovering History* follow a linear, gated pathway to make sure you reach assets, assignments, and activities with the right framework and skills. Parts of the module will unlock when you complete prior materials, so please make sure to go through the module in order.

Q: What's the best way to navigate through the module?

A: Once you have clicked on the first page of a module – or are returning to the last page you left off – we recommend using the "Next" and "Back" buttons at the bottom of the screen to progress sequentially through the narrative. However, you can also always click on the name of the module at the top of the screen if you'd like to jump to a non-sequential previous page.

Q: If I open and/or begin a quiz or written assignment, then leave that quiz or written assignment without finishing, can I return to complete that quiz or written assignment?

A: Yes! Progress is automatically saved by Learning Cloud. If possible, double-check the last saved time by scrolling to the bottom of the Assignment page (next to the Submit button) before leaving the page.

Need more help? Contact the Digital Support Team at:

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