Online Adoptions FAQ

Use this Frequently Asked Questions guide to help you use the Online Adoption tool.

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Getting Help

Contact your bookstore for additional help.

Getting Started

I'm new. How do I register?

Click the **New? Register Here** link and create your profile for the Online Adoption tool.

Where do I find the store-supplied password?

Contact your campus bookstore.

What information do I need to get started?

A valid email and the password supplied by the bookstore.

Online Adoption Profile

What does the * mean?

An * indicates a required field. You must fill in the field to complete your user profile.

What are the roles within the Online Adoption tool and what can they do?

Approver

Approvers are users at the school who have the authority to approve a Submitter's adoptions, for example, an instructor's supervisor or department head. Users with the appropriate authority, as in a professor who does not need someone else to approve her adoptions, can designate themselves as approvers upon registering on the Online Adoption tool.

Approvers can:

- Create, edit and print their own online adoptions or the online adoptions they submit for others

- Renew adoptions submitted by anyone at their institution

- Search all adoptions for their institution

- Edit or reject any adoptions submitted inside the same store

Submitter

Any user can be a submitter, but a user would only want to register as a submitter if he is required to have his adoptions approved before they can be processed. For example, if a graduate student instructor must have his supervising instructor review and approve his adoptions, he should register as a submitter.

Submitters can:

- Create, edit and print their own online adoptions or the online adoptions they submit on behalf of someone else

- Renew adoptions submitted by anyone at their institution

- Search all adoptions for their institution

Why do I have to create a security question?

If you forget your password, answering your security question correctly grants you access to your account.

How do I send copies of my online adoption orders to other people?

On the home page, click Profile. In the *Email Order Info to Additional People* box located at the bottom of the *Profile* page, type the email addresses for people who should receive a copy of your adoptions.

Why do I need to re-enter my email address when I update my profile?

This is just a security measure to confirm the update.

Ordering

What does the * mean?

An * indicates you must fill in the field to complete the order. It's a required field.

Who should I contact if I can't find my term?

Contact your campus bookstore.

I can't find my class information in the drop-down list. What should I do?

If your class information does not display in any of the drop-down boxes, manually add the information by clicking the **Manually enter** link next to the field.

What is a continuation course?

A continuation course is a course that lasts more than one academic term and often uses the same textbook; for example, Accounting 101 and 102 are considered a continuation course and use the same textbook.

How do I add a section?

On the *Select Course or Section(s)* page, find the *Section Info* area and click the **+Add Another** link on the right side of the page. A box appears for you to add sections.

How do I remove a section?

On the *Select Course or Section(s)* page, find the *Section Info* area and click the **Remove** link on the right side of the page.

Why would I choose "All Sections"?

Choose *All Sections* when all sections of the course use the same textbook, regardless of instructor.

When should I select the "No materials needed for this course" check box?

Select this check box when students do not need any course materials for the course.

How do I communicate any special instructions to the bookstore?

Navigate to the *Review Order* page of the Online Adoption tool. At the bottom of the page, type special instructions in the *Add notes for your bookstore* box.

What do the Material Usage selections mean?

There are three Material Usage selections that indicate how the material is used in the course:

- **Required**: the title is mandatory for the course
- **Recommended**: the title is not required but may be helpful to supplement the course
- **Choice**: multiple titles are adopted and the student is required to only purchase a portion of the titles. For example, if the student needs 4 of the 10 texts adopted, all texts should be adopted as Choice.

I've submitted my Online Adoption order. Now what happens?

If you are a Submitter, your order is available for your Approver to review. If you are an Approver, the online adoption is sent to the bookstore.

Re-Ordering

Can I use the same course material(s) I submitted for a previous class?

1. From the home page, select **Order Course Materials ▶ Re-order**.
2. Search by order number, course information or date range to find the previous term's adoptions.
3. Select the check box next to the order you want to place again and click **Continue**.
4. Select or type the course information and click **Continue**.
5. If necessary, select the check box to accept the terms of use and click **Submit**.

Only one section, enrollment for all sections

I searched for my past order, but I can't find it. What should I do?

Contact your campus bookstore.

How do I add materials to an existing order?
1. On the home page, select **Check Order Status**.
2. Search for the order by order number, course information or date range.
3. Select the check box next to the order you want to add materials to.
4. Click **Edit**.
5. Scroll down and click the **Add Course Materials** link.

How do I remove materials from an existing order?
1. On the home page, select **Check Order Status**.
2. Search for your order by order number, course information or date range.
3. Select the check box next to the order you want to remove materials from.
4. Click **Edit**.
5. Scroll down and click the **Remove Material From Order** button of the material to remove.

Add Course Materials to an Order

What can I use to search for course materials?

You can use ISBN, author, title or keyword to search for course materials.

What if I can't find my title?

If your title does not come up in a search, you need to add it manually. Click the **Back** button until you get to the *How Would You Like to Add Course Materials* page. Click **Add Manually**.

Check Order Status

How do I check on my order?
1. On the home page, select **Check Order Status**.
2. Search for your order by order number, course information or date range.
   The order status is displayed.

What if I can't find my order?

Contact your campus bookstore.

My order hasn't been approved yet. What do I do?

Contact your campus or department-designated Approver.

How do I edit an order?

1. On the home page, select **Check Order Status**.
2. Search for your order by order number, course information or date range.
3. Select the check box of the order you want to edit and click **Edit**.
4. On the *Review Order* page, make your edits and click **Continue**
5. On the *Submit Order* page, click **Submit**.

How do I add materials to a submitted order?

1. On the home page, select **Check Order Status**.
2. Search for your order by order number, course information or date range.
3. Select the check box of the order you want to edit and click **Edit**.
4. Click the **Add Course Materials** link on the *Review Order* page.

How do I approve or reject an order?

1. On the home page, select **Check Order Status**.
2. Search for your order by order number, course information or date range.
3. Select the check box next to the adoption to approve/reject and click **Print**.
4. Review the order in the print preview window that appears.
5. Close the window and click **Approve** or **Reject**.

How will I know if the Approver rejected or approved my order?

1. On the home page, select **Check Order Status**.
2. Search for your order by order number, course information or date range.

   Your order will display as one of the following statuses:
   - **Submitted**: indicates the Approver has not yet reviewed the order
   - **Approved**: indicates the Approver has approved your order and it has been sent to the bookstore
   - **Rejected**: indicates the Approver rejected your order and you need to resubmit it with edits

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