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Unable to access eText from Instructor account / eText Support Request for CM54226751 / 6324

Change Subscription

Original Message

(Posted just now - 07:12am Mar 6, 2012 EST)



by eText_Support_Requests (Posts: 1) (IP: IP not logged)

Your support request has been submitted and will be processed through the Knowledge Base at http://kb.pearsoned.com/eText_Production/.

Here is your confirmation email with the information you provided on the eText Support Request form.

Thanks!

Contact Name: Bogdan Kosenko

Contact Phone: 416-386-3546

Contact Email: bogdan.kosenko@pearsoncanada.com

Additional Email:

BookID: 6324

GlobalBookID: CM54226751

Identifier:

Username: bio_test_teacher_annual

Password: bio_test1

Issue: Scenario 12 and 14 - this eText does not appear on eText bookshelf (both on desktop and in iPad Pearson eText app) when Teacher Annual subscription code is registered. Student codes work fine.

Scenario 12, when using eText standalone login URL: www.pearsonetext.com/secure and entering registered credentials, a user gets a following message:

"Either you have entered an incorrect username/password, or you do not have a subscription to this site".

This issue was investigated with SMS specialist Jeremy Dieffenbacher, who advised that there is no issue in SMS setup for this product.

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Select/Deselect All Delete Selected Move Selected



(Msg # 1.: Posted Mar 20, 2012 9:46 pm)



by Erik Unhjem (Posts: 848)

(IP: 74.36.17.34)

Hi Bogdan,

The reason your eText is not showing up in your instructor accounts is that this eText was created and published as a Student Edition:



Title: **Biology Source 11 (Student Edition)**

Edition:

Global Book ID: CM54226751

Book ID: 6324

ISBN: ca_biology11_se, ca_biology11_se, ca_biology11_se, ca_biology11_se

Total Pages: 480

Authors: Clayton Ellis, Monique R. Muller, Helen Elena Panayiotou, Joan C. Sharp, Pauline Webb

Last Modified: 10/17/2011

Modified By: Steve Corsi

Status: Live in production

Welcome, sysop!



Manage My Subscriptions

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From Benjamin Ko

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Oddly, a student can access a Student Edition, but an instructor cannot. That's why we recommend that a Common Edition be created whenever both students and instructors are to have access.

Until recently, ingesting an eText with the wrong edition type was a very major deal, requiring significant effort by the eText developers to change the edition type. Fortunately, we've introduced a new feature in the metadata page of the Authoring menu which allows changing the edition type from a popup selector, saving, and then publishing.

Global Book ID	CM54226751 v12.0				
Book ID	6324				
Book Title*	<input type="text" value="Biology Source 11"/>				
Book Edition	<input type="text"/>				
Book Edition Type	Student Edition ▼				
Authors	Common Edition	<input type="text"/>	<input type="text"/>		
	Teacher Edition	<input type="text"/>	<input type="text"/>		
	Student Edition	<input type="text"/>	<input type="text"/>		
	Other Edition	<input type="text"/>	<input type="text"/>		
First Name	<input type="text" value="Helen"/>	Last Name	<input type="text" value="Elena Panayiotou"/>	Other Name	<input type="text"/>
First Name	<input type="text" value="Joan C."/>	Last Name	<input type="text" value="Sharp"/>	Other Name	<input type="text"/>

Because the edition type has been changed to a Common Edition in the Authoring server, it's important to capture that change in an export back to the Content Manager, where it can be incorporated into the information there by making a self-derivative copy. I have now done that on your behalf.

Your eText has been published to the live Viewer and can be successfully accessed with the instructor credentials you provided.

Regards,

Erik

eText Systems Product Manager

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Post Message:

You are logged in as **sysop**.

To post a message, compose your text in the box below, then click on **Post My Message** (below) to send the message.

Add Subscribers:

Everyone with read access will be able to see your message, so you can just leave this list blank. If you wish to register users to receive posts to this discussion via email, look up and add subscribers by clicking this link, or simply type each user's email address (it must be the one used to register at the Knowledge Base) in