

## Issues when entering Course Key Codes or ISBN

Here are the reasons that could contribute to error messages that say Invalid Code when entering codes and ISBN information in the Dashboard of Cengage Unlimited:

- Sometimes when students cut and paste, it picks up an extra blank space. If this was the approach, type in the code
- Sometimes when students type in the code, there is typing error. If this was the approach, copy/paste
- Often students forget that a course code key gets entered in here and an ISBN gets entered here (essentially putting the code in the wrong place).

The screenshot shows the Cengage Unlimited dashboard. At the top, there is a navigation bar with the Cengage Unlimited logo on the left. To the right of the logo is a search bar with the placeholder text "Search the catalog" and a magnifying glass icon. Below the search bar is a section titled "My Home". Under "My Home", there is a grid of four book covers. The first two covers are for "Intercultural Communication: A Reader". The third cover is for "eBook: Update: Anatomy & Physiology Laboratory Manual". The fourth cover is for "eBook Study Guide: Comprehensive Medical Assisting: Administrative and". Below each book cover is a title and a trash can icon. On the left side of the dashboard, there is a sidebar menu with the following items: My Home, Courses, Catalog and Study Tools, Partner Offers, Rental Options, College Success Tips, and Career Success Tips. At the bottom of the sidebar, there is a section titled "RECOMMENDED FOR YOU" with a small image of a group of people and the text "Check Your Attitude: Effective Ways to Evaluate Arguments".

Enter Access Code / Course Key

Search the catalog

My Home

Intercultural Communication: A Reader

eBook: Intercultural Communication: A Reader

eBook: Update: Anatomy & Physiology Laboratory Manual

eBook Study Guide: Comprehensive Medical Assisting: Administrative and