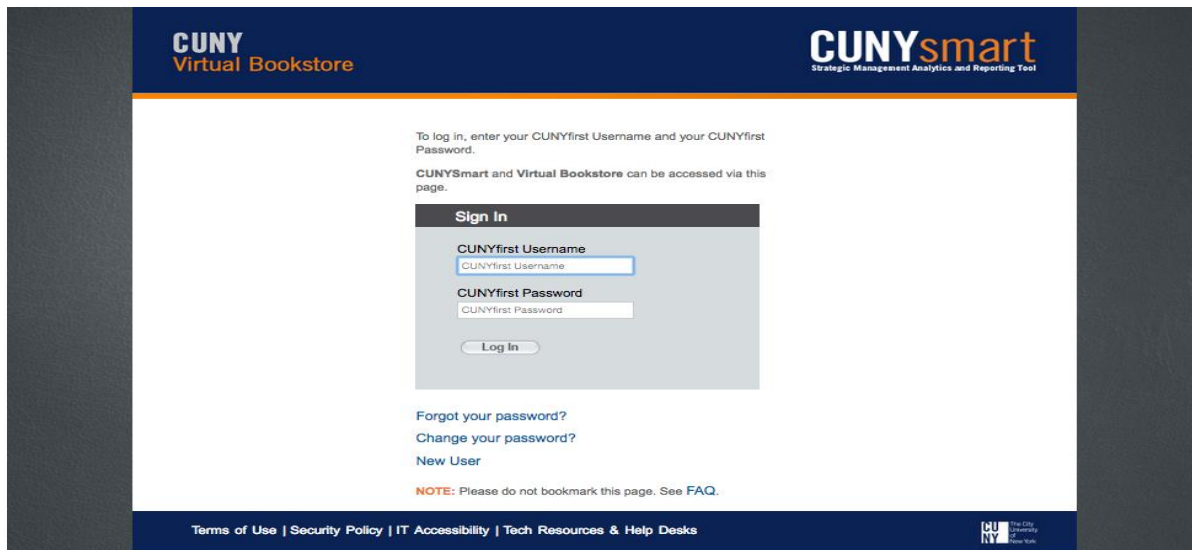
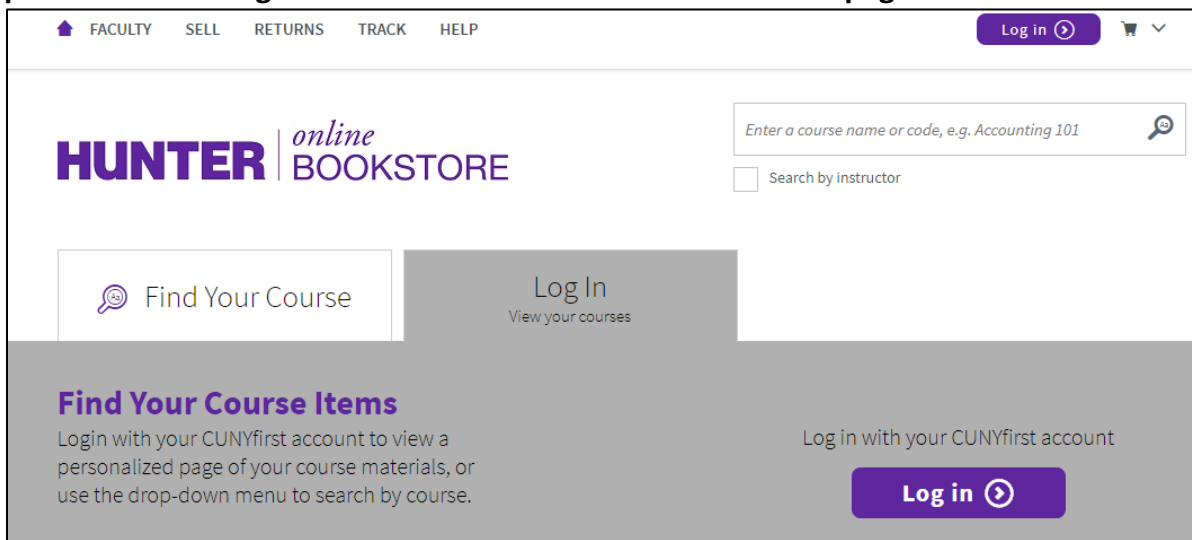


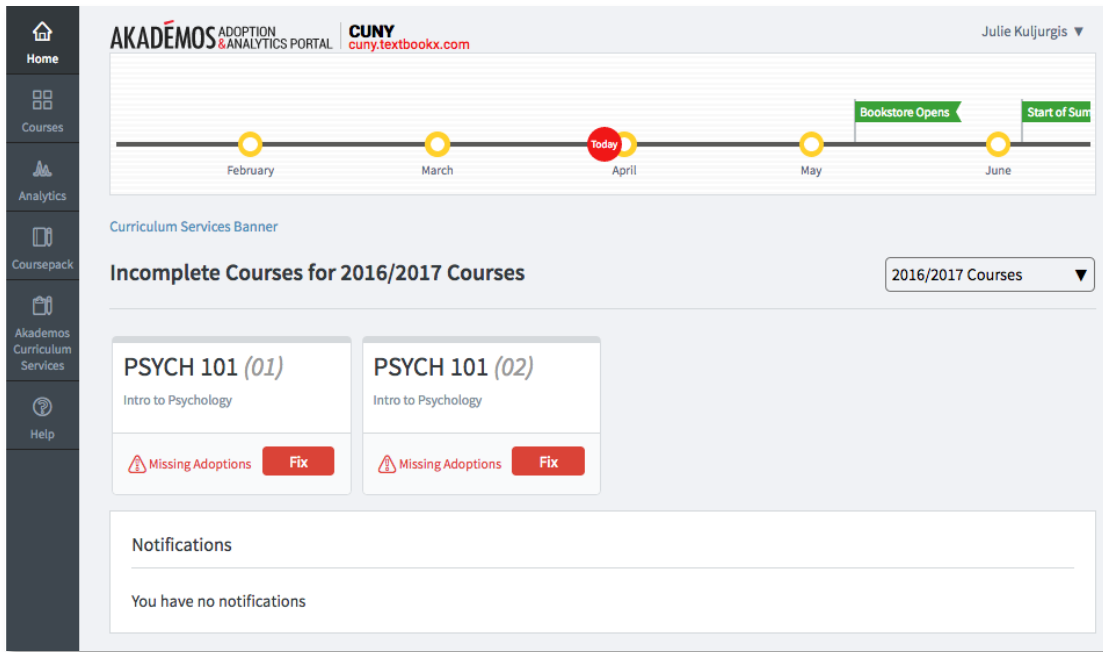
The Online Bookstore can be found at: [Hunter.cuny.edu/bookstore](http://Hunter.cuny.edu/bookstore)

We have worked with Hunter College and CUNY CIS to develop single sign-on integration. Students and faculty should be able to login with their CUNYfirst credentials and see a customized course page of all courses they are either enrolled in or are teaching, and the appropriate textbooks.

**Anyone can browse courses to view materials without logging in. Students can search for a course and complete a purchase without logging in, but logging in provides a convenient personalized listing of the student’s course materials on one page.**

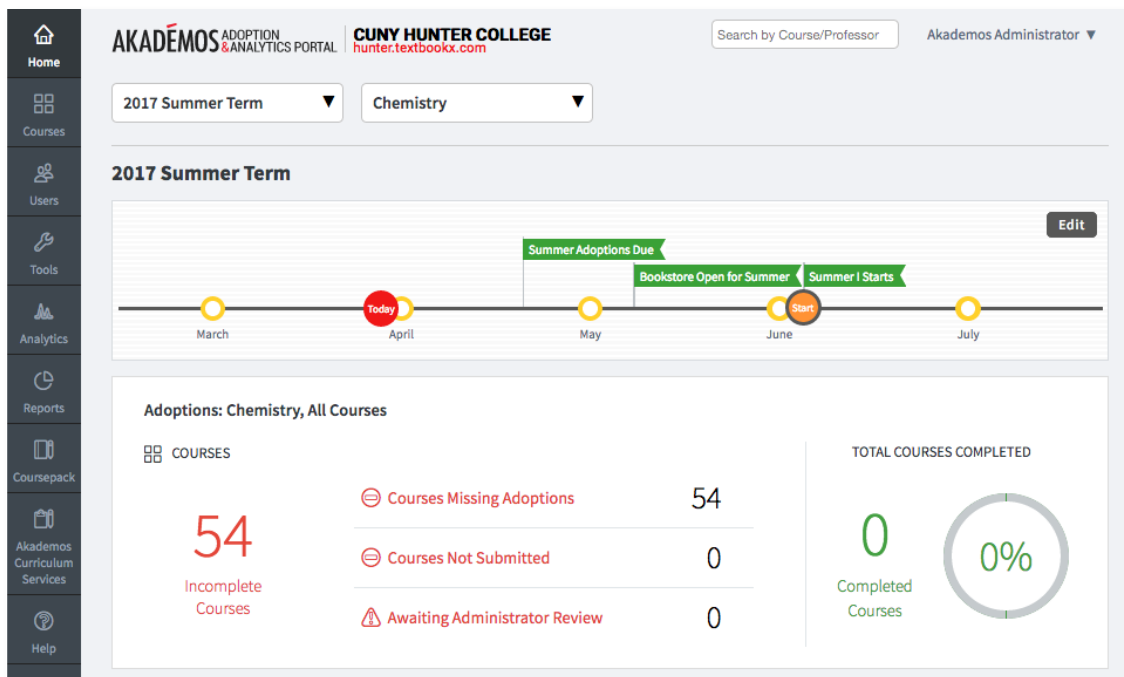


Upon successful FACULTY login, the user should see the portal homepage with their

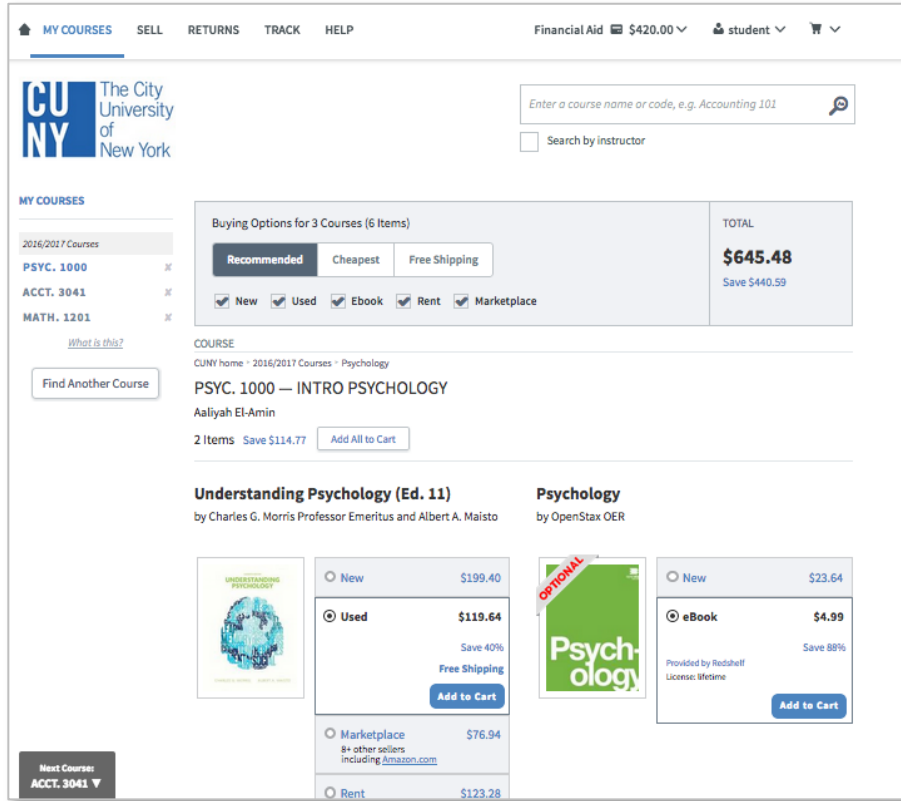


assigned courses, below:

Upon successful departmental staff or chair login, they should see the portal homepage with ALL courses within their departmental assignments, below:



Upon successful STUDENT login, the user should see their customized My Courses Page, below:



### **Common Troubleshooting Issues:**

The Akademos Online Bookstore receives course and user information updates once a day. If faculty have recently been assigned to a course via their department, but are not formally assigned to a course in CUNYfirst yet, it will not be associated with them in the bookstore portal. Department staff with access to the bookstore can enter materials on their behalf, or, faculty should email the online bookstore account manager with their course and textbook information for processing and confirmation at [HunterBookstore@akademos.com](mailto:HunterBookstore@akademos.com)

**CIS will be making CUNYfirst Textbook Self Service read-only**, so that all information comes through the bookstore and transfers back into CF. The bookstore is the single point of textbook adoption entry. Once this update is made, there will be a notice for faculty directing them to the online bookstore. If faculty call about being unable to enter their materials into CUNYfirst, direct them to the bookstore.

### **Login Issue – directed back to CUNYfirst**

If students, faculty, or staff are directed back into CUNYfirst after attempting to login to the bookstore, it is likely because their CF password has expired or will expire soon. To resolve, the user needs to update or reset their CF password and attempt login again.

### **Login Issue – user sees clock image and logging out screen**

The faculty, staff member, or student is not yet assigned to a course in CUNYfirst or that information has not yet transferred to the bookstore.

Students can still search for courses and complete checkout **without** logging in to the bookstore.

Akademios sends textbook information added within the bookstore portal back to CUNY central every day for processing. Textbook information entered into the online bookstore will appear in CUNYfirst within 24-48 hours of submission through the portal.

### **Ordering Questions**

Refer students to the Hunter College Online Bookstore Customer Service team for all questions relating to orders:

**Phone:** 1-800-286-8249

**Email:** [help@textbookx.com](mailto:help@textbookx.com)

**Customer Service Site:** [Hunter.textbookx.com/help](http://Hunter.textbookx.com/help)

### **Payment Issues:**

Students can pay using a credit/debit card, pre-paid credit card, or voucher code.

If a student selects a rental option, they must also enter a credit or debit card to keep on file. The card will not be charged unless the book is not returned at the end of the rental period.

### **Vouchers:**

- For students who receive third party state agency vouchers (Veteran's Affairs, NYSED / ACCES-VR, etc.), their counselor must give a copy of their voucher to the online bookstore for voucher code creation.