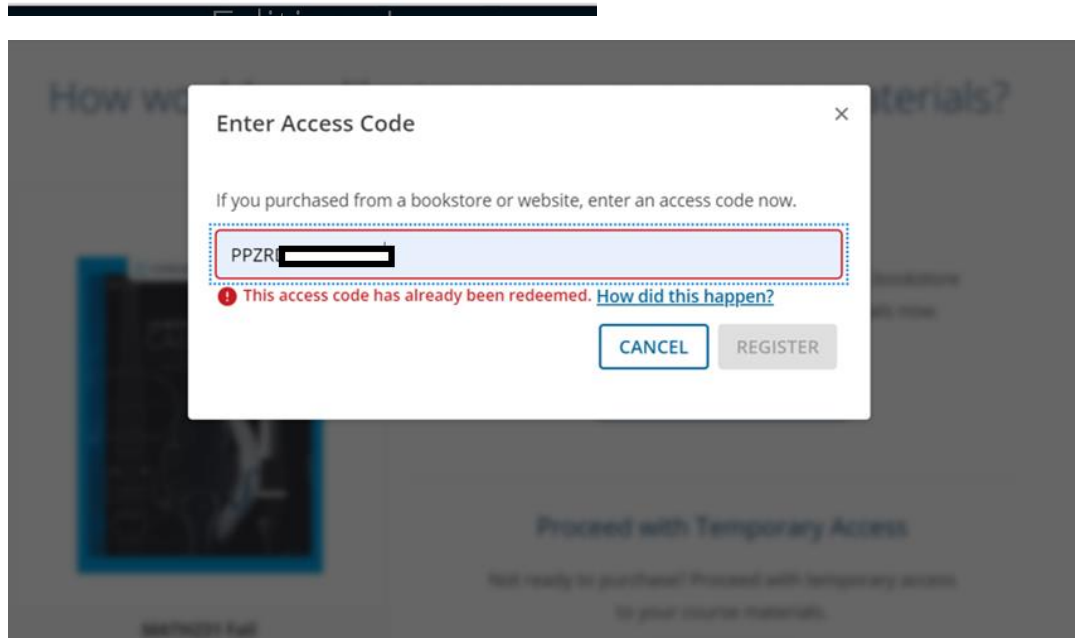
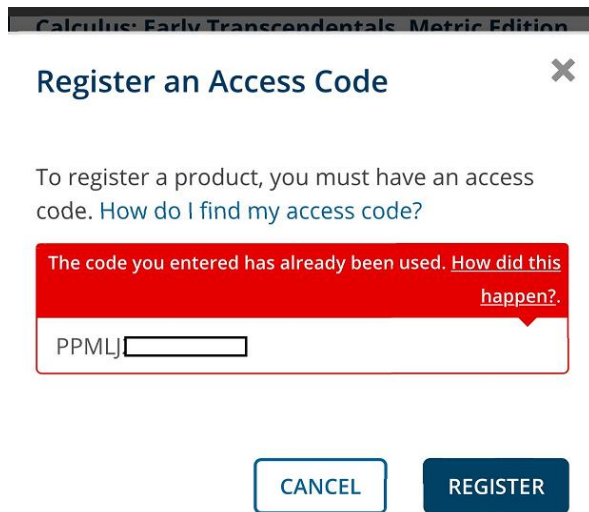


Registration FAQ

1. “You have entered an invalid Access Code”.

If you received an error message like this, please check carefully to make sure you have input the code correctly. The access code is usually 14 characters (Example: PPLMLD4PG3XV87)
If you are sure you have input the correct access code but the error still occurs, please contact asia.techsupport@cengage.com for help.

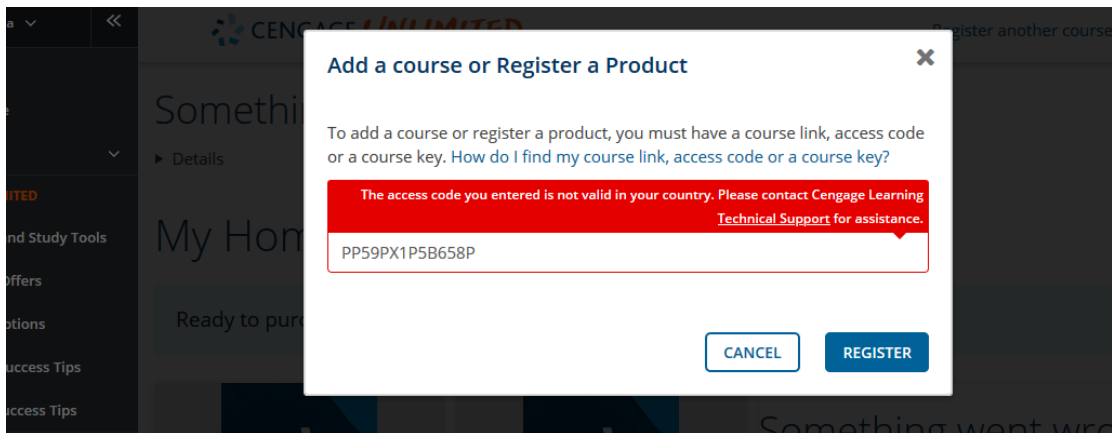
2. “The code you entered has already been used/This access code has already been redeemed.”



Try to recall whether you have ever activated the code to another account. If not, the code might have been accidentally used by another student. Please contact asia.techsupport@cengage.com to check.

3. **“Your access code is not valid in this country.”**

Please disconnect the VPN if you have, then re-open the browser to try again. If the problem is not solved, please contact asia.techsupport@cengage.com for assistance.



4. **“The access code you entered does not match the product for this course.”**

Please check to make sure you entered the correct access code. If you think you are entering the access code correctly, please contact asia.techsupport@cengage.com for help.

5. **I didn't receive the verification email to activate my account when creating a new Cengage account.**

Please check your spam mails. If there are no verification email there, please contact asia.techsupport@cengage.com for assistance.

