

NICC Textbook Ordering and Access Guide

1. Ordering Textbooks

- **Help Ordering Textbooks**
 - Refer to [NICC Online Bookstore Information Guide](#)
 - Visit NICC's **online store**: nicc.textbookx.com
 - **If ordering with financial aid**: Check the "Apply Financial Aid to this order" box during checkout, refer to page 8 of the NICC Online Bookstore Information Guide for more information.
 - **For assistance**:
 - Contact Cougar Store staff: 844-642-2338 ext.1702 or cougarstore@nicc.edu

2. After Ordering Textbooks

- **Shipped and Received Wrong Book:**
 - Contact VitalSource
 - Information needed: Student ID and Order Number.
 - Phone: 855-955-0398
 - Email: help@vitalsource.com
- **Shipping Delays / Backorders:**
 - Cougar Store can check the status or contact VitalSource (response within 24-48 hours).
 - Temporary access codes (2 weeks) or limited PDF chapters may be offered, depending on availability.

3. Receiving and Accessing Course Materials

- **Important Note:** Access codes ***must*** be redeemed using NICC email address.
- **Access Codes:**
 - Instant access codes (emailed/eLibrary) generally take up to 2 hours to receive.
 - If an access code fails: Confirm a NICC email was used in VitalSource.
 - If NICC email was used refer to [Brightspace Textbook Access Guide](#)
 - Contact Cougar Store for assistance
- **eLibrary Book Not Showing Up:**
 - [Check the backorder report](#) (Staff Only)
 - If not on backorder, contact VitalSource Customer Care:
 - Phone: 855-955-0398
 - Email: help@vitalsource.com

4. Returning Textbooks and Rentals

- **How to Return Rentals/Sell Textbooks:**
 - **Returns:** Prior to the semester- Refer to page 15-17 on the [NICC Online Bookstore Information Guide](#)
 - **Selling Textbooks:**

- Refer to page 17 of the [NICC Online Bookstore Information Guide Marketplace](#)
 - Visit the Cougar Store for assistance with selling
 - **eBook Returns:**
 - If an eBook was accessed, it can not be returned.
 - Refer to page 15 on the [NICC Online Bookstore Information Guide](#)
 - Contact Vitalsource:
 - Email: help@vitalsource.com
 - Phone: 855-955-0398
- **Returning Textbooks for Canceled Classes:**
 - Contact VitalSource
 - Email: help@vitalsource.com
 - Phone: 855-955-0398
 - If unable to receive assistance from VitalSource contact the Cougar Store:
 - 844-642-2338 ext.1702 or cougarstore@nicc.edu

5. Books are destroyed

- Contact VitalSource
 - Information needed: Student ID and Order Number.
 - Phone: 855-955-0398
 - Email: help@vitalsource.com

6. Other Common Issues

- Access Code Not Working:
 - Verify a NICC email address was used.
 - Refer to the FAQ for Common Access Code questions
 - If issues persist, contact Vitalsource or Cougar Store.
 - For Brightspace access issues, contact the DIID team via email at online@nicc.edu
- eLibrary Book Not Showing Up:
 - Contact VitalSource
 - Email: help@vitalsource.com
 - Phone: 855-955-0398
 - [Confirm backorder status](#) with Vitalsource (Staff Only).
- How to Pick Up Textbooks Shipped to Cougar Store:
 - Cougar Store will notify students when textbooks are available for pick-up.
 - Peosta: If after hours, students may coordinate pick-up with the Library.

Resources

1. [Brightspace Textbook Access Guide](#)
2. [Cougar Store Site](#)
3. [NICC Online Bookstore Information Guide](#)
4. [Online Bookstore Support Site](#)
5. Contact Information VitalSource
 - Email: help@vitalsource.com
 - Phone: 855-955-0398