

CONNECTED
LEARNING

HOW-TO GUIDE

for getting your books and IIE Rosebank College branded clothing



It has
never been
so **EASY**...



- 1** As a Connected Learning student, your campus will provide your prescribed books.
- 2** The IIE Rosebank College Marketing Department is also excited to announce that the new Rosebank College branded clothing line is available now. Visit www.rosebankcollegebooks.co.za and check it out.
- 3** Make payment (options are EFT, Instant EFT, Credit card, Debit card or Mobicred) and expect delivery of your branded clothing within 1 to 3 business days – it's that simple!

WHAT YOU NEED TO KNOW

The dedicated Wize Books Customer Service Agents are ready to assist you and provide focused attention if required. However, please check out our FAQs on the next page before contacting us – the answer(s) to your question(s) will in all likelihood be covered and will, therefore, save you time and effort.

The Rosebank College Books portal will only allow registered students to log in, so get your registration finalised today!

To be able to log in to the Rosebank College Books portal to procure branded clothing, you have to be a registered student – when completed, you will receive an email with your personalised link to log in to the Rosebank College Books portal. Kindly allow up to 24 hours after registration to receive this email.

If you have already contacted IIE Rosebank College and have waited for 24 hours, but have still not received the personalised login email, kindly get in touch with our Customer Services team via telephone 012 362 5885 or email enquiries@rosebankcollegebooks.co.za, providing your student number, correspondence from IIE Rosebank College and your contact details for us to assist and point you in the right direction.

FREQUENTLY ASKED QUESTIONS (FAQs)

1 I registered with IIE Rosebank College as a Connected Learning student. What do I do now in getting my textbooks?

You will not be required to do anything. Your IIE Rosebank College Campus purchased books for use by Connected Learning students. Accordingly, you do not need to worry about getting your academic books as your campus has you covered.

2 I am registered with IIE Rosebank College as a Connected Learning student. I would like to purchase some of the official IIE Rosebank College clothing, How do I do this?

You will receive a “Portal is Open” email from the Rosebank College Books portal. Kindly ensure that you check on BOTH your personal email address (as provided to IIE Rosebank College upon registration) as well as on your rconnect email address for this email. Just click on the unique login link provided in the email or visit <https://rosebankcollegebooks.co.za>. Log in with your student number, ID number (South African nationals) or your passport number (international students).

Follow the steps and you will be directed to the Rosebank College Brand store. You will also be able to buy a few other things like headphones, Bluetooth speakers, Covid-19 masks, to mention a few. We accept credit cards, cheque cards, some debit cards, instant EFT, normal EFT and last but not the least, Mobicred, which allows you to purchase goods now but pay for it over a period of time.

If you have not received your “Portal is Open” email, in all likelihood your registration has not been finalised by the IIE Rosebank College. Kindly contact your student administrator at your relevant IIE Rosebank College campus to ensure that your registration has been finalised.

If you have already contacted IIE Rosebank College, confirmed your successful and finalised registration and, you have waited for 24 hours but still have not received your “Portal is Open” email, kindly get in touch with our Customer Services team via telephone 012 362 5885 or email enquiries@rosebankcollegebooks.co.za providing your student number, correspondence from IIE Rosebank College that you are indeed registered as an “Online Student” and your contact details for us to investigate and assist with escalating the matter.

3 I used the wrong reference when I ordered Rosebank College branded clothing or anything else and paid via EFT, what now?

Don't stress! Just email us your proof of payment together with your name, surname, cell number and the CORRECT order number. When sending the email, kindly mail it to pop@rosebankcollegebooks.co.za with subject “Incorrect reference used when I made the payment” and stipulate in the body of the email “Attention Wize Books – Jeanette”. This will enable us to quickly allocate your payment to your order to get your parcel released.



4 Goodness, I have placed my order for Rosebank College branded clothing or additional items but I used the wrong delivery address.

Don't stress about this! We have added a feature that enables you to amend your delivery address while the order has not been picked yet. Just log in to the portal, click on “Order History” at the top. Look for the relevant order, and click on “View Details”. Scroll to the “Delivery Address” section and click on the pencil icon. This will allow you to instantly change your address.

Note: Should your parcel already have received its waybill, you will not be able to amend its delivery address and additional charges will apply to re-route your parcel.

5 How will I know that my Rosebank College branded clothing or my order for other additional items that I ordered is/are ready for collection or has/have been dispatched?

We will keep you informed throughout the process – all the way from placing your order, receiving payment for your order, dispatching of your order, any delays from publishers on your order and after-sales feedback. That said, you will receive a notification to your personal email address and cell number that you provided when you placed your order.

Should you wish to collect in store (at the Pretoria store), a security PIN will be sent to you once the order is ready to be collected. You can then come to the store with your 5-digit PIN and your ID or drivers licence to collect your order. Without this 5-digit PIN and your ID, you will not be able to collect your parcel. No exceptions will be made.