

ONLINE LEARNING

HOW-TO GUIDE

for getting your e-books and IIE Rosebank College branded clothing



It has never
been so
EASY...

Simply follow
these
five steps



1 The Rosebank College Books portal will open on 5 February 2021. Within 24 hours (excluding weekends and public holidays) after your registration has been finalised by IIE Rosebank College, you will receive a very important email on your rconnect email address with the subject “Your e-books are ready”. DO NOT SHARE this email with anyone as it is your ticket to your e-books that you essentially paid for as they were included in your Rosebank College 2021 fees.

2 Follow the prompts on the email carefully to assign your e-books to a specific email account. You may use your rconnect email address or any other personal email address. Kindly also note

the “Important Don’ts” in the email and ensure that you adhere to them.

3 Download the Wize Books e-reader on your device as per the instructions in the email received.

4 The IIE Rosebank College Marketing Department is also excited to announce that the new Rosebank College branded clothing line is available now www.rosebankcollegebooks.co.za and check it out.

5 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

At Wize Books, we strive to provide the best possible experience when it comes to our clients purchasing their e-books. Our dedicated portal for IIE Rosebank College students will release the required e-books for the upcoming semester based on your registered modules and academic history, excluding those that will be made available via Ebsco - contact your campus librarian.

Our dedicated Customer Service Agents are ready to assist you and provide focused attention if required by you as our valued client. However, you can check out our FAQs on the next page before contacting us - the answer to your question(s) will in all likelihood be covered here and will, therefore, save you time and effort.

Kindly contact your student administrator at your IIE Rosebank College Campus to ensure that your registration has been finalised and then allow up to 24 hours (excluding weekends and public holidays) from registration to receive the email regarding your e-books. 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. The Rosebank College Books portal will only issue e-books to registered Online Learning students, so get your registration finalised today!

FREQUENTLY ASKED QUESTIONS (FAQs)

1 I registered with IIE Rosebank College as an Online Learning student. What now?

Within 24 hours (excluding weekends and public holidays) of the IIE Rosebank College capturing and finalising your registration (starting from 5 February 2021), you will receive an email from the Rosebank College Books portal with the subject "Your e-books are ready" on both your registered personal email address and your rconnect email address. This email contains a unique link and very clear instructions that you need to follow meticulously – it will allow you to obtain access to your issued e-books, which were included in your IIE Rosebank College fees and therefore you do not need to pay anything in addition. This email should not be shared with anyone as it could result in you forfeiting access to your e-books.

2 I am registered with IIE Rosebank College as an Online Learning student, have waited for more than 72 hours but have not received my email with the subject "Your e-books are ready".

Kindly ensure that you have checked on BOTH your personal email address you provided to IIE Rosebank College upon registering as well as on your rconnect email address that you have not received the email. Irrespective if you access the e-books email from your personal email address or your rconnect email address, you will be given a chance to choose to which email address you would like to assign the e-books to – this will be your permanent login details to access your e-books for the remainder of the year.

The most likely reason that you have not received the "Your e-books are ready" email is because 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 as an ONLINE STUDENT and then allow up to 24 hours from receiving the confirmation to receive your e-book email. If you have already contacted IIE Rosebank College and have been waiting for 24 hours, but still have not received the email and you have checked on both your personal email and rconnect email addresses, please 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 am a new student at IIE Rosebank College and do not know which e-books I need.

You should just get the right e-books without you having to do anything other than register. However, please ensure that you are registered for the correct degree and relevant modules and that you are registered as an "Online Student", not a "Contact Student" or "Connected Student". This is vital as the Rosebank College Books portal will assign your e-books on your registered modules only if you are an "Online Student". You may, however,



subsequently also log in and buy physical books or some of the official IIE Rosebank College branded clothing items by visiting www.rosebankcollegebooks.co.za, signing in with your student number and ID number.

4 I received my "Your e-books are ready", what now?

This is the one email you cannot afford not to read or purely scan over. Kindly read the email meticulously as everything in it is VERY IMPORTANT. It will guide you through the 3-step process and it should take you less than 2 minutes to complete. The outline of steps will be for you to assign your e-books to your Wize Books VitalSource account by clicking on the link contained within the email (this is a unique link associated with only your student number). This will guide you through the process to either create an account or to log in with an existing VitalSource account (if you already have one) as well as to download the Reader on your laptop or tablet.

5 Is there anything in particular that I need to be careful not to do?

Yes. If you follow and adhere to the below, your experience with your e-books will be an enjoyable one. Do NOT forward or share "Your e-books are ready" email with anyone. The contained link to the e-books allows for a single sign-on and the next person you share it with would be able to take ownership of your books and amend your profile password. Accordingly, you will be left with no e-books and will not be able to get them issued to you again.

Do NOT download Bookshelf on a device that you do not plan to use on a permanent basis as this will allocate the device to your account. Should you wish to access your e-books temporarily or on campus, you can do so online in your browser using www.wizebooks.vitalsource.com to access your e-books. VitalSource monitors your account and use of IP addresses and should they suspect attempts of illegal sharing, an attempt to access either

different content at the same time from two different devices or the same e-book but on different devices at the same time, your account will be suspended.

Accordingly, for the sake of your own ability to study and access the e-books that are included in your Rosebank College annual fees, do not share them as it will be to your detriment in being locked out of your own account.

6 I received “Your e-books are ready” email and have followed the steps in the email but when I log into the VitalSource account, I supposedly assigned my e-books to I do not see my e-books. What do I do?

If you have NOT received the “Your e-books are ready” email, you will waste your time to engage VitalSource as they will not be aware of you. For help at any stage with your e-books, please log a ticket at <https://support.vital-source.com/hc/en-us/requests/new>. This will take you to the designated centre to either initiate a ticket request (with a response time of less than 24 business hours) or initiate an online chat with a VitalSource representative.

VitalSource is the leading e-book provider worldwide, accordingly, they are in the best position to assist with platform/technical enquiries.

You remain most importantly a Rosebank College Books client and our friendly team ALWAYS remain here to assist you should you not be assisted to your satisfaction by VitalSource. Please feel free to email us on enquiries@rosebankcollegebooks.co.za providing us with full details, i.e., the issue you are struggling with as well as the reference you obtained from your communication with VitalSource. We will then escalate your matter but the escalation channel requires us to provide a reference number that you would have obtained from your prior communication with VitalSource as a first attempt to resolve the matter.

7 I would like to purchase OFFICIAL IIE Rosebank College branded clothing, or additional physical (printed) textbooks how can I do this?

If you have received “Your e-books are ready” email it means that you have a profile on the Rosebank College Books portal. Just visit the portal, log in with your student number and 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. We accept credit cards, cheque cards and some debit cards, instant EFT, normal EFT and then last but not the least, Mobicred which allows you to purchase goods now but pay for it over a period.

8 I used the wrong reference when I ordered Rosebank College branded clothing or additional physical books 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 email 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..



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

Don't stress about this! We have added the feature that enables you to amend your own delivery address while the order is not yet picked. 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.

10 How will I know that my Rosebank College branded clothing or my additional order for physical books 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 notifications 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 for collection. 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.