



## Account Management System

### Frequently Asked Questions

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**Q:** Where are the Order Forms?

**A:** *To help with data integrity and user flexibility, static Order Forms are no longer used. The Account Management System employs several dynamic Wizards that will walk you through placing an order one step at a time.*

**Q:** Can all products be accessed from a single landing page?

**A:** *Yes, databases, eLearning Modules and streaming video services may all be accessed from a single landing page (the portal page or Available Databases page); however in some legacy cases, different username/passwords will still be needed to access all of the services.*

**Q:** How do I tell what the Account Start Date is for one of my schools?

**A:** *With the new Account Management System model there is no longer an Account Start/End Date. Start Dates and End Dates are now kept at the subscription level per product.*

**Q:** When a subscription expires, how soon is access shut off?

**A:** *Expiration of databases and eLearning Modules will occur at 11:59 pm on the day of expiration (11:59 pm on 11/30/2011). Expiration of streaming video will remain as 12:00 am on the morning of expiration (12:00 midnight on 11/30/2011).*

**Q:** Can expiration date be extended for services that are about to expire?

**A:** *Yes, the expiration date(s) for services scheduled to expire soon can be extended by using the "Extend Access" function located on the Subscriptions tab of any Account page.*

**Q:** How will the renewal dates for expired products be handled?

**A:** *Renewals for expired products that occur within 90 days of expiration should be renewed from original expiration date. Product renewals occurring after 90 days will be treated as new orders.*

**Q:** Can a single order be submitted with products that have different terms and or different start dates?

**A:** *Orders can be submitted with products that have different start dates and or different terms; however the Bill Date must be the same for all products.*

**Q:** Can a single order be submitted with both new and renewing products?

**A:** *Orders for new and renewing products must be submitted separately.*

**Q:** If messaging has been customized with specific language, can the customized message be re-sent or will it be necessary to re-do the original message?

**A:** *An exact message can be resent from the Message History tab of any Account page.*

**Q:** What happens if an order is submitted with incorrect information, i.e. incorrect product, start date, or pricing?

**A:** *You will have ample opportunity to make corrections before an order is submitted. After submission the order will be reviewed and incorrect orders will be “rejected” and returned for re-submission.*