Collins ebooks

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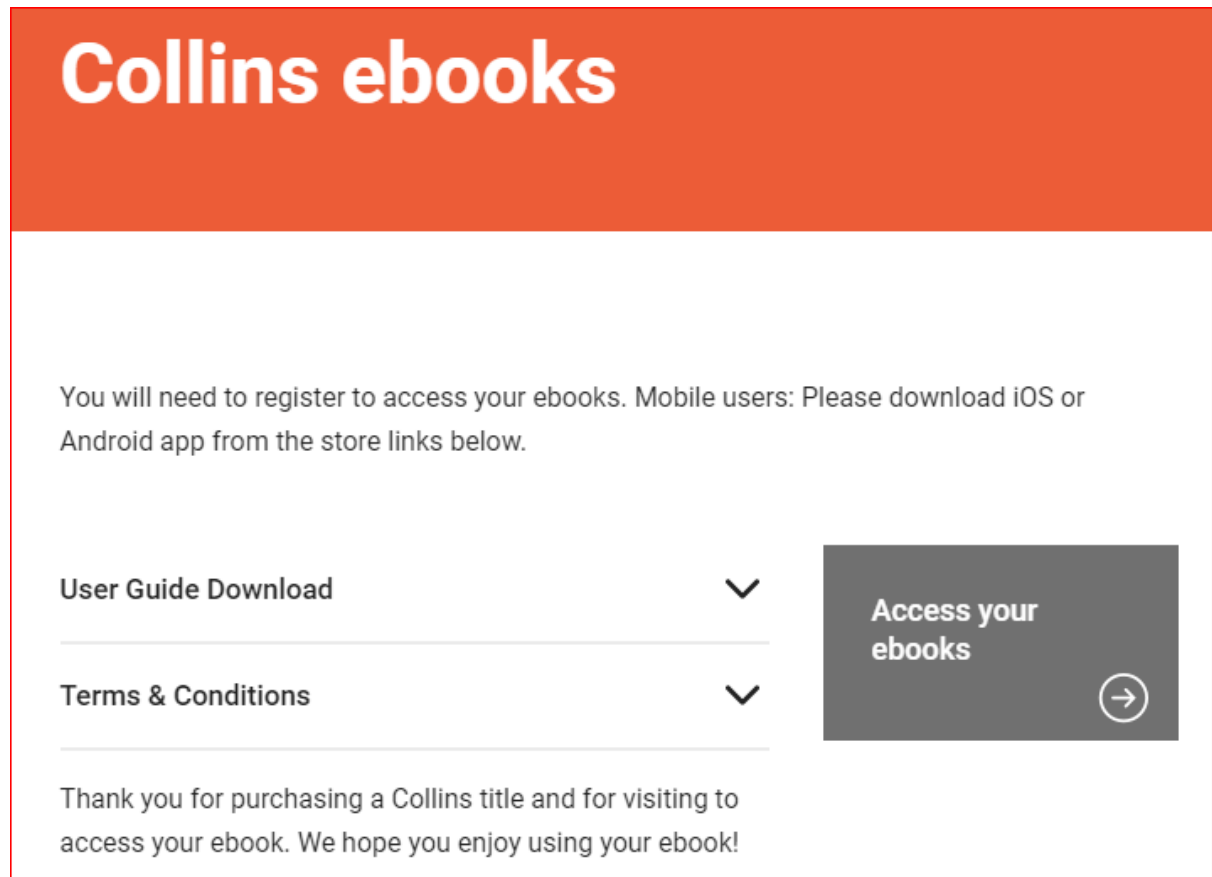
ACCESS CODE
# REDEMPTION GUIDE

Collins   EXCELSOFT

Contents

Signing up to Collins ebooks

To access Collins eBooks you will first need to register and login to the eBooks platform.

1. **Type www.collins.co.uk/ebooks into your browser**

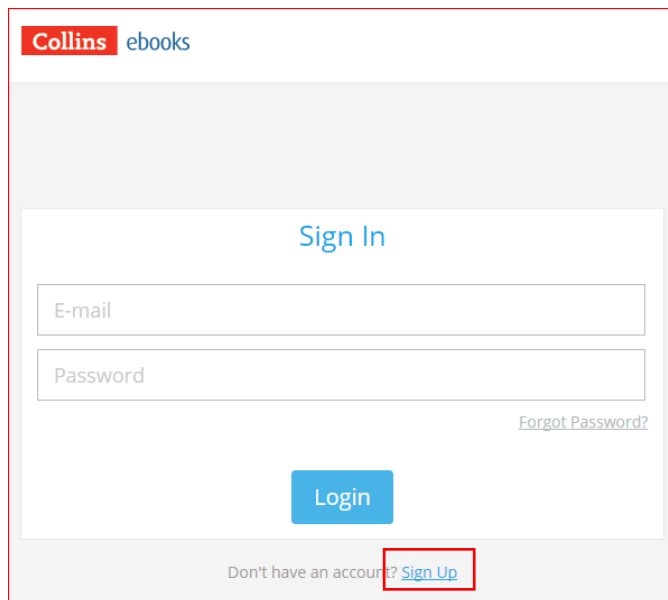2. **Click "Access your ebooks" button**

Note: if you are on a mobile device you may be directed to the app store at this point – please download the Collins ebooks app to your device, then follow sign up as below.
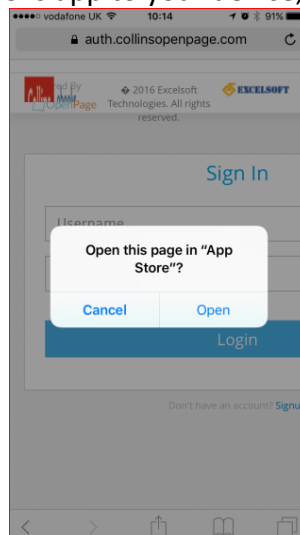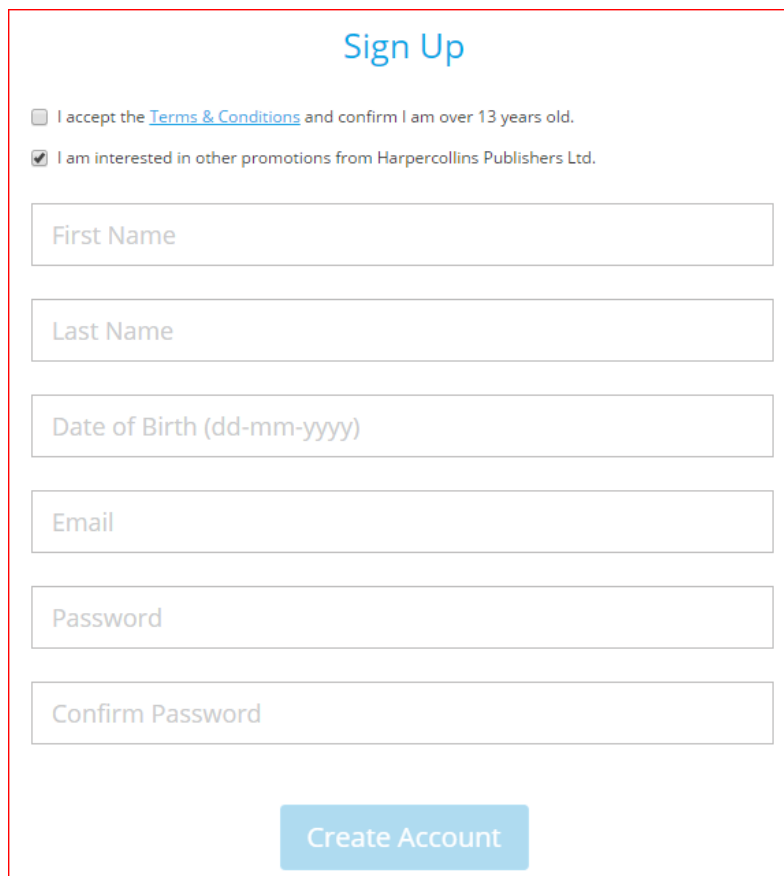
3. Sign-up to the Collins ebook service

You will need to create an account to redeem your ebook. Click "Sign Up" in the registration form below.

4. Fill in your details

Note that you need to be 13 years old or over to use the service. You must also accept our Terms and Conditions.

5. Activate your account

You will be sent an email to the email address you used when you registered your account. Please click on the link included in the email.
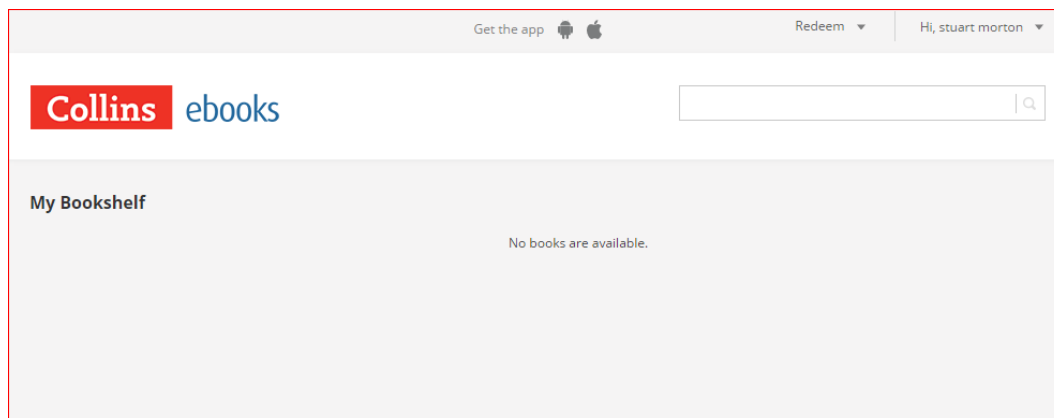
This will direct you back to the login page where you can enter your email address and the password you chose during registration.

6. Sign in to your account

Once you have successfully signed in you will see your library of books "My Bookshelf". Until you redeem a book there will be no books available.
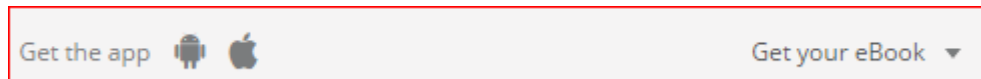
Adding an ebook to your bookshelf

If the book you purchased has an activation code on the inside cover of the book please use the method described below.

From printed code

1. Next to your name at the top right of the screen there is a 'Get your eBook' drop down menu.

2. Click on the arrow – this will reveal a text box.
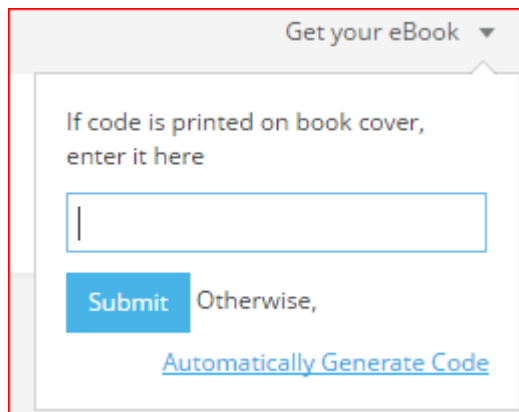
3. Type your Access Code into this box and Click "Submit". (The code can be found on the inside cover of your printed book.)
    You should now see your book in "My Bookshelf".

4. If you get a message saying your code is invalid, please follow the steps below.

a) Re-enter your code carefully in case you had mistyped it.
b) Do you have an 'I' in your code (Capital 'I' as in 'Ice')? Try replacing with a lower case 'l' (lower case 'l' as in 'log').
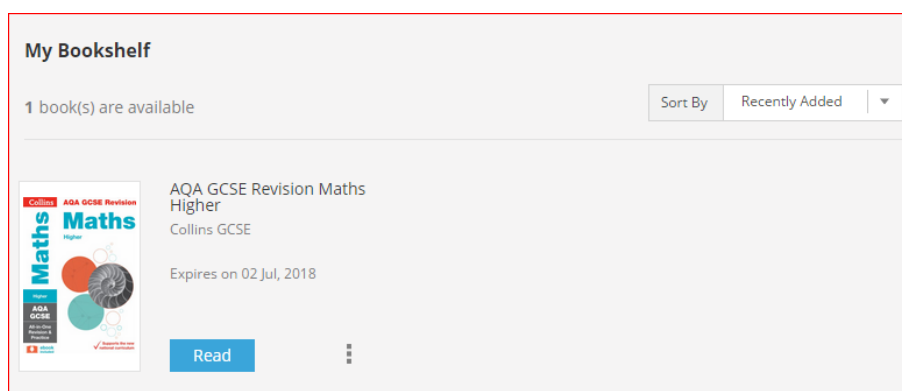c) If you still have a problem, then email education.support@harpercollins.co.uk for support. Please include your access code in your email, plus the ISBN (you will find this on the back cover) and title of your book.

By answering a question about the book

If the book you have purchased does not have an access code printed on the cover then please use this method.
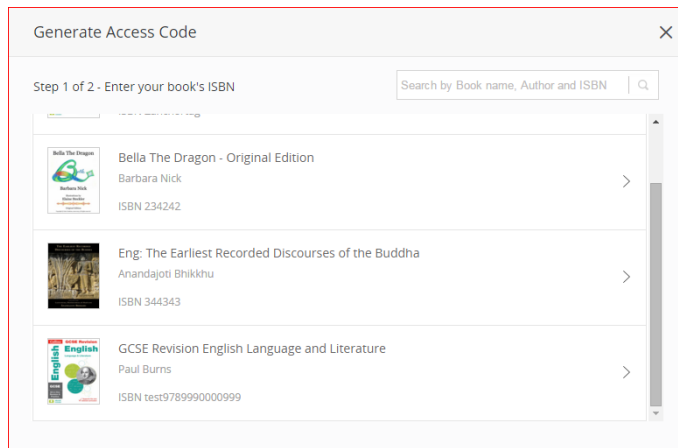
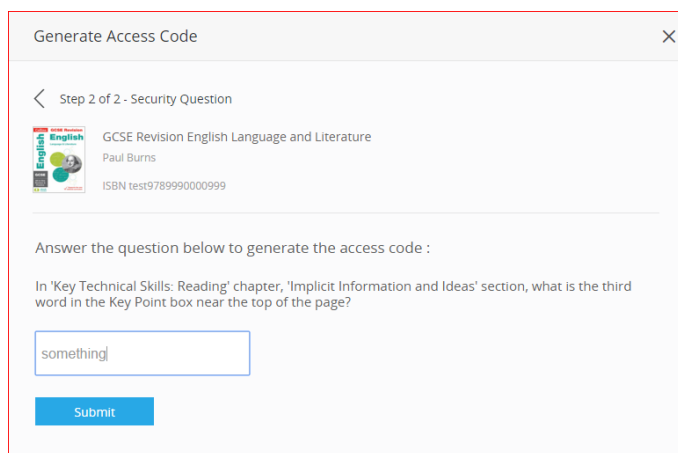1. Click the 'Get your eBook' link and click the link 'Automatically Generate Code'.
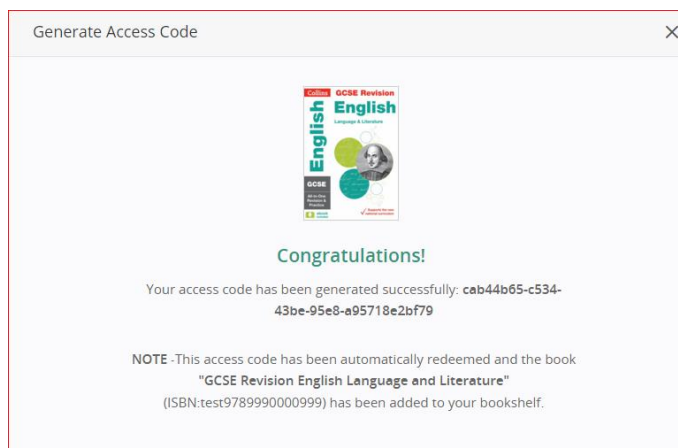

2. Once you have clicked the link, select your book from the displayed list. Alternatively, you can search using the book's ISBN.
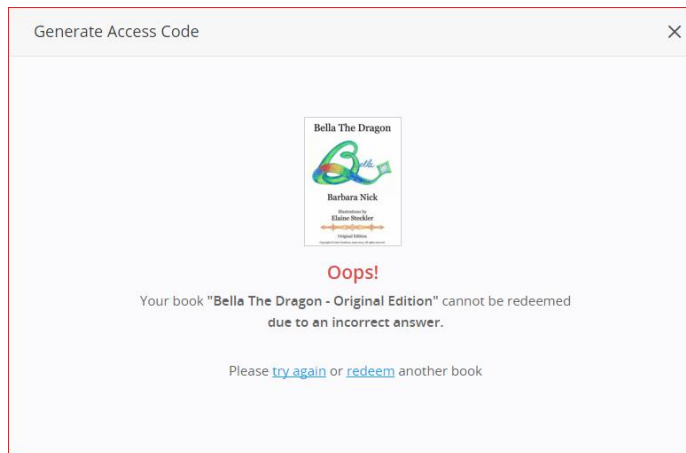
3. You will be asked a question about the book. Enter the answer. Click 'Submit'.

4. If successful, a pop-up will be displayed and the title will be added to your bookshelf.

5. Incorrect answers will display an error message:

OpenPage on mobile

There are some advantages in using the mobile versions of Collins ebooks.

1. The app is available for both iOS and Android and is free.
2. Once ebooks have been downloaded they can be read offline with no need for internet connection.
3. While offline you can still add notes and highlight text – just select Save & sync from the menu options from within the book once you are back online. Your changes can then be viewed on all devices whether web or mobile.

Signing up on mobile

Once you have downloaded the app to your mobile device

1. If you have already signed up on web, then all you need to do is enter the same credentials to log in on mobile.

Support

Please email education.support@harpercollins.co.uk for support for any other issues.