



NAA eBook Instructions and Frequently Asked Questions

NJAA will handle the purchase of your eBook; however, students will need to log onto their Viatech portal to utilize their active reader bookshelf, which contains their eBook for the course they are enrolled.

Please read the important information below that details the eBook process and also answers some frequently asked questions students have had.

How will students receive their course materials?

- Students will receive an email directly from ViaTech with instructions regarding how to access their Active Reader bookshelves and how to use the functions of the eBook. **There are two ways to access Active Reader:**
 - **Option 1:** Download the app on an iPad/tablet (search for Active Reader in the Appstore) **or**
 - **Option 2:** Use a web browser, go to: <https://singlestorefront.com/NAA>. Please note that for every eBook account the login name is the student's email address used during the ordering process. The generic password **education1!** is set for every eBook account. Students will be asked to create a new password the first time they log into the portal.

What instructions should students do before they attend class?

- Log into Active Reader to review your eBooks **no later than 1 week prior to the start of class** so that any login issues can be resolved in advance.
- NAA allows students to print one copy of their materials so that they can follow along in class.
- For credential courses such as CAM, CALP, CAPS & CAS, eBooks will be broken up into different module topics, so you will need to print out each module individually. You can also download the Active Reader app in advance if you have limited internet access.

What if students do not receive login credentials?

- Students may retrieve their login credentials independently by clicking "Forgot Password" on the ViaTech eBook portal at <https://singlestorefront.com/NAA>.
- If the password email is still not received, contact NAA's Client Solutions team at (833) 86-MYNAA or email Elizabeth at ezolotukhina@naahq.org for assistance.

What if the student's login credentials do not work?

- Contact NAA's Client Solutions team at (833) 86-MYNAA for assistance. The Client Solutions team can resend or reset a password upon request.



Can students purchase hard copies of the course books?

- Students may purchase a hard copy version of the eBook at a discounted rate. To do so, students will log into the ViaTech portal and click the blue “Purchase Hard Copy Here” button in their account. Students will pay for the cost of the materials plus shipping. A credit card must be used for the transaction. Only OneBook editions may be purchased per student and individual modules are not available for purchase.
- **If you’d like to purchase an eBook for an upcoming class in which you’ve enrolled, please do so at least 2 weeks prior to the start date of the class to allow time for any shipping delays.**

Can students print out the eBook materials?

- Absolutely! In our virtual classrooms it is highly recommended to have a hard copy to follow along since it’s difficult to have both the Zoom screen up and the eBook at the same time.
- Students may print out one copy of their eBook contents. For credential courses, this means one copy of each module topic.
- Please note that the files may be printed only from a web browser, not the Active Reader app. Tablets and smartphones have memory restrictions that prevent the printing of large files. Be sure that pop-up blockers are turned off to print and avoid using Internet Explorer to access the materials, as Microsoft no longer supports that browser.

What type of device is needed to access the eBook?

- eBooks can be accessed via a web browser on any PC/laptop with Internet access at the following link: <https://singlestorefront.com/NAA>.
- eBooks can also be accessed via the Active Reader app on a tablet or smartphone.