

Frequently Asked Questions – NAAEI Credential eBooks

1. How will students receive their course materials?

Students will receive an email directly from ViaTech with instructions for how to access their Active Reader bookshelves and how to use the functions of the eBook.

There are two ways to access Active Reader: 1 – Download the app on an iPad/tablet, search for Active Reader in the Appstore or 2 – Use a web browser, go to: <https://singlestorefront.com/NAA>. 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 in to the portal.

2. What should students do before attending class?

Log in to Active Reader to review the eBooks before class begins so that any login issues can be resolved in advance. You may print one copy of course materials if you would like to bring a paper version to class. There may not be WiFi available in class to access the eBooks via web browser. Students are encouraged to download the Active Reader app in advance so that Internet access will not be needed.

3. 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 Veronica at vjohnson@naahq.org for assistance.

4. What if a 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.

5. Can students purchase hard copies of the course books?

Students may purchase a hard copy version of the eBook that they have received. 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 only for the cost of the materials plus shipping and must use a credit card for the transaction. Only OneBook editions may be purchased; individual modules are not available for purchase.

6. Can students print out the eBook materials?

Students may print out one copy of their eBook contents. 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 that browser is no longer supported by Microsoft.

7. 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 this link: <https://singlestorefront.com/NAA>. eBooks can also be accessed via the Active Reader app on a tablet or smartphone.