



Overview

Every day students, faculty, and staff send us questions about LiveText. Beginning today we will periodically release some of the questions we are asked most often, and their answers. We hope that this information will help to better inform the community about NLU's use of LiveText.

Questions and Answers

Please keep in mind these are generalized responses. These answers apply in *most*, but not *all* cases.

- **Q: When and how do students obtain LiveText subscriptions?**
Students receive a 5-year LiveText subscription when they first enroll in a program which requires it. Invitations are sent via email within the first two weeks of the term. The invitation includes further instructions and a link to register a subscription. These invitations are sent to the Outlook email inbox which is accessed through the Student Email tab in the portal.
- **Q: My student claims to have not received a LiveText invitation. What should I do?**
Many times, students will simply miss the invitation. Please direct students to access their student Outlook email inbox (accessed through the Student Email tab in the portal), and search for the keyword LiveText. If the invitation is still not found, the student should email livetext@nl.edu requesting an account.
- **Q: My classmates said they did not pay for their LiveText accounts. Why should I have to pay?**
A: If the student has a Livetext account, they paid for it one way or another. Most students have the fee for their account applied to their student fees. Many do not realize they have been billed.
- **Q: LiveText says that my student account has expired. What do I do?**
A: If a student account has expired, the student will need to renew the account through Livetext.com. The student will need to pay the cost of the renewal, currently \$30 for one year.
- **Q: How do I obtain an instructor account?**
At the beginning of the term, Debbi Hjelle checks to see which instructors have courses in which LiveText will be used, and generates email invitations to any faculty members who do not yet have accounts.

As always, our most up-to-date LiveText support resources can be found online at <http://www.nl.edu/livetext>. Please direct specific questions to livetext@nl.edu.

Thank you,
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