

Frequently Asked Questions on Technical Issues

WHEN I TRIED TO REGISTER, THE WEB SITE INDICATED THE ACCOUNT ALREADY EXISTED, WHY?

The web site at www.ivytech.bkstr.com is part of the Efollett network that is also used in over 1000 Follett managed bookstores. There are two possibilities as to why you would receive this message:

1. You may have purchased books in the past for a different school and are already registered. Efollett has been online since 1995.
2. You may have registered already but did not purchase any books at that time. When you registered, it locked in your email address and the password used to access the account. Those same logon credentials need to be used each time.

WHEN I TRIED TO LOG ON AS A RETURNING USER, IT SAID MY USER ID OR PASSWORD IS INCORRECT, WHY?

The primary reason for this message is that the email address or password was incorrectly entered or typed. The User Name is not case-sensitive but the password IS case-sensitive. This message will also be displayed if you have not yet registered. Finally, if the password has been changed, the new password needs to be used.

WILL MY IVY TECH COMMUNITY COLLEGE STUDENT ID NUMBER AND PASSWORD WORK ON THIS SITE?

No. Our web site, www.ivytech.bkstr.com, is separate from Ivy Tech and has different log on requirements. You will need your C# to complete your order if you are using financial aid.

WHAT HAPPENS IF I FORGET MY PASSWORD?

When you log on to www.ivytech.bkstr.com, there is a link, "Forgot Your Password." You will be prompted to enter your email address that you registered as your User Name to the site, click "Send Password," and it will immediately and automatically send a temporary password to that email address. Copy and paste the temporary password from that email message when you attempt to log on again to www.ivytech.bkstr.com.

WHAT DO I DO IF I GET A TEMPORARY PASSWORD AND I STILL CANNOT LOG ON?

In most cases, the temporary password is being typed in wrong. We recommend that you copy and paste the temporary password from the email to log on rather than type it. Please be careful not to include any punctuation marks, extra characters, or spaces.

After six (6) failed attempts to log in, your account becomes locked and you must contact customer service.

If you are having this problem, call us at (866) 714-0002.

WHAT DO I DO IF MY EMAIL ADDRESS CHANGES?

Since your email address is your User Name, if it has changed and you no longer have access to that email address, we recommend that you create another account with the new email address. You can edit most all other information but the email address is the "primary" identifier and cannot be edited.

WHEN I TRY TO SELECT MY TERM, SUBJECT, CATALOG, OR CLASS IT DOES NOT ADVANCE, WHY?

The most likely reason is that the web site is being updated at the same time you are trying to select these same items. This usually lasts only a few minutes. If you are continuing to have this problem, try updating your cache settings. To update your cache settings in Internet Explorer, please follow the guidelines below.

1. Select **Internet Options** from the **Tools** drop down menu.
2. Click the **General** Tab
3. Under the **Temporary Internet Files**, click the **Settings** button.
4. Under the heading, "Check for newer versions of the stored pages." Select "**Every visit to the page.**"
5. Click **OK** to close the Settings Window.
6. Click **OK** to close the Internet Options Window.

If the problem still persists, call us at (866) 714-0002 or email us at ivytech@bkstr.com.

WHAT DO I DO IF THE WEB SITE SAYS “SORRY, PAGE IS UNAVAILABLE?”

Simply clicking on your browser’s BACK button almost always fixes this situation and it will still hold all of the information from your previous actions intact.

HOW SECURE IS THIS WEB SITE and HOW DO I KNOW MY PERSONAL INFORMATION IS SECURE?

The eFollett website uses 128-bit encryption SSL technology, which is among the best software available today for secure Internet commerce transactions. It encrypts all of your personal information, including credit card number, name, and address.

HOW DO I KNOW MY ORDER WENT THROUGH OK?

When you complete your order online, you will receive a confirmation number as the last step of the ordering process. The number will begin as “10XX000000..” If you do not have that confirmation, the order did not go through. Immediately upon confirmation of your order, an email is automatically sent containing the confirmation number and the details of your order.

WHY AM I NOT GETTING EMAIL NOTICES OF MY ORDER’S STATUS?

There are two main reasons why you may not be getting our emails:

1. The emails are being sent to the email address that you provided when you registered. If the email address is invalid, obviously, the email will not get to you.
2. The emails are automatically generated and your email provider or internet software may be treating it as spam and filtering them or sending them into a junk, bulk, or deleted folder.

To correct this, we strongly encourage you to set your email up to accept the following email address:

ivytech@bkstr.com

WHAT IF I HAVE OTHER QUESTIONS?

You may contact us by email at ivytech@bkstr.com or by calling us at (866) 714-0002.