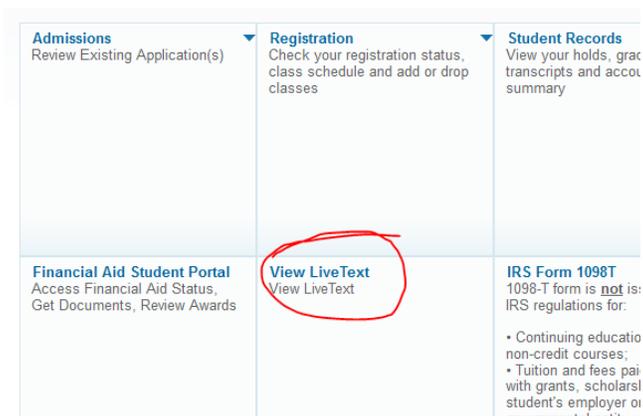## LIVE TEXT FAQ

Q What is the cost of LiveText and when will I be charged?

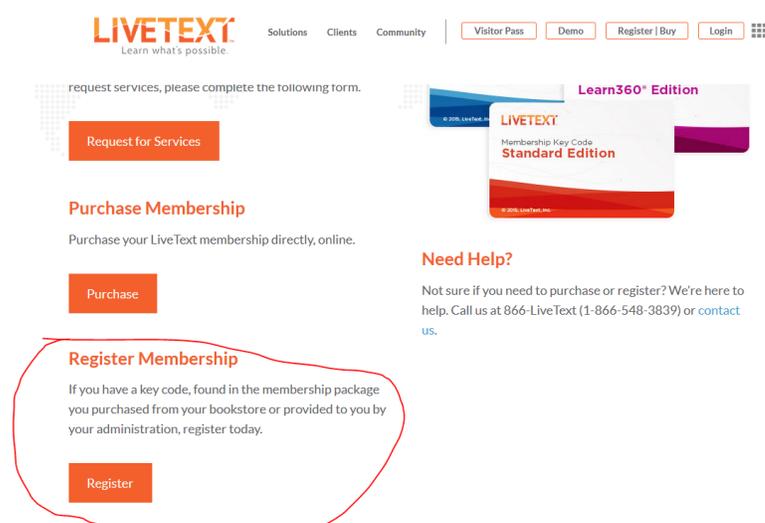**A** It is a one-time charge of $120 assessed at the beginning of the program.

Q Where can I retrieve my LiveText keycode?

A You can retrieve the code from Self-service (see below)

Q Where/how do I activate my LiveText account?

A Go to www.livetext.com.

Q Is a refund available for the LiveText fee?

A LiveText is non-refundable charge. Once you sign up for a course, the charge will be on your account. Even if you drop the course for any reason, you still need to pay the LiveText fee.

Q I paid for LiveText directly. How can I get the charge reversed from my Brandman account?

A You will need to provide Brandman with a proof-of-purchase. Email a copy of your proof-of-purchase to **k12academic@brandman.edu** with your Brandman ID number. We will process the reversal. **However, if you activate the code the University provided, we will not be able to reverse the charge.**

Q How do I contact support for LiveText?

A You can email support@livetext.com or call 866-548-3839

Q Is LiveText the online textbook for the course?

A LiveText is not the textbook for the course. LiveText is where you will post signature assignments and portfolio work specific to assignments identified within each course.

Q Why can't I see my class in LiveText?

A Blackboard is the Learning Management Systems (LMS) used by Brandman for course interaction and LiveText serves as a platform for uploading signature assignments and portfolio work.

Q I already purchased LiveText from a previous program; do I have to pay for it again?

A The code is good for up to 5 years after the activation date. It can be used for other programs if it is within the 5 year period.

Q If my LiveText expired, do I need to purchase it again for $120?

A It can be renewed for a smaller fee. You can do so by going to www.livetext.com directly.

Q My Brandman username and password does not work on LiveText.

A LiveText is a separate platform and you will need to use the username and password created when you activated your LiveText account.