

Using a Promo Code at Checkout

This guide covers two common support needs: applying a promo code during checkout and accessing an eBook purchased through Cokesbury.

Promo codes are applied in your cart before checkout. Follow these steps to apply one successfully.

1. Add the items you want to purchase to your cart.
2. Click the shopping cart icon or **View Cart** to open your cart.
3. Locate the **Add Promo Code** field in the cart.
4. Type or paste your promo code into the field and click the blue **Apply** button.
5. Confirm that the discount appears in your order total, then click **Proceed to Checkout** to complete your order.

If Your Promo Code Isn't Working

Here are the most common reasons a promo code may not apply:

- **The code is expired.** Check that the code is still active and within its valid dates.
- **There is a typo in the code.** Copy and paste the code directly rather than typing it to avoid errors.
- **Your cart doesn't meet the code's requirements.** Some codes require a minimum order amount or apply only to specific products or categories.
- **Only one promo code can be used per order.** Promo codes cannot be combined or stacked.

Accessing Your eBook from Cokesbury

Follow the steps below to access your eBook purchase through your Cokesbury.com profile.

Important: Use the email address on your Cokesbury.com billing profile to access your eBook, and note that eBooks cannot be accessed on a Kindle.

First-Time Access (New to VitalSource)

1. Log in to your account at Cokesbury.com.
2. Hover over "My Account" and click "Digital Content."
3. Click on the eBook title you purchased.
4. When the VitalSource sign-in screen appears, enter the same email address listed on the billing address of your Cokesbury.com profile. Your eBook access is tied to that email address.
5. Follow the on-screen prompts to create your VitalSource account and set a password.

6. Once complete, your eBook will open and you're ready to read.

Returning Users

If you've purchased an eBook before and already have a VitalSource account:

1. Log in to Cokesbury.com and go to "My Account" > "Digital Content."
2. Click the eBook title. You will be taken directly to your book.

Forgot Your VitalSource Password?

7. On the VitalSource sign-in screen, click "Forgot Password."
8. Enter the email address on your Cokesbury.com profile.
9. Check your email for a message from VitalSource with a password reset link. You will not need your old password.
10. Click the link, choose a new password, and you're back in.

Managing Your VitalSource Account

If you need to update your account settings while reading your book:

11. Click the back button in the top-left corner. This takes you to your VitalSource library where all your eBooks are listed.
12. From the left side of the screen, click "My Account."
13. From here you can download the VitalSource Bookshelf app, change your password, and edit your profile.

Important Things to Know About Your eBook

- **eBooks cannot be accessed on a Kindle.** They can be read on any other device with an internet connection.
- **eBooks cannot be shared.** Your eBook is tied to your account. Others would need your username and password to access it.
- **You can read online or offline.** To read offline, download the free VitalSource Bookshelf app. Search "VitalSource Bookshelf" in your device's app store.
- **Your eBook can be read aloud to you.** While reading, tap the three dots (⋮) in the top-right corner and select "Read Aloud." This is a great option for vision-impaired readers.

Need More Help?

If the promo code still does not apply or your eBook does not open after following these steps, contact customer support with the email address on your account and the title of the product you purchased.