

Student Edition:

Using WebAssign for NCSU Math Classes

(last updated: January 3, 2022)

Starting in the summer of 2021, big changes were made to how NCSU and WebAssign are connected. The main differences are:

- 1) The NCSU WebAssign portal no longer exists and you can no longer log in using your unity id and password. Instead, you will log in at the generic WebAssign portal using your Cengage account credentials. (Details below.)
- 2) Rosters are no longer automatically synced with NCSU Registration & Records. You must now manually add yourself to the roster in WebAssign. (Details below.)

What is WebAssign?

- WebAssign is an online homework system that is owned by the textbook publisher Cengage. It is used to deliver and grade homework automatically. In **some classes** it is also used to access the ebook and other materials for the course.
- WebAssign can be used for free for the first 14 days of class. After this free trial period you must pay to continue.

How much does WebAssign cost?

- The price of WebAssign varies by course and depends heavily on what is included. In classes where the ebook or other materials are included in the price of WebAssign, the price will be higher than for classes where there are no “extras.”
- Note that if you are only taking a single class that uses WebAssign/Cengage products, it is almost always cheaper to pay the “per class” fee. However, if you have multiple classes that require use of WebAssign/Cengage products, you might find it cheaper to purchase something called Cengage Unlimited. To learn more about Cengage Unlimited: <https://www.cengage.com/unlimited/students>
- There is a new option called “Cengage Unlimited eTextbooks” (priced at \$69.99 as of fall 2021), but that will **NOT** give you access to WebAssign, so you should never pick that one!
- Note that Cengage and/or WebAssign products are **NOT** included in the price of the “All In” option that the NCSU Bookstore sells. Cengage Unlimited and “All In” are **not** the same thing.

What is a Cengage account? What special things do I need to know about this account?

- A Cengage account is a universal way to sign in to all Cengage products (including WebAssign). This allows you to log into all Cengage products using a single username and password.
- You must have a Cengage account to log into WebAssign.
- For best results, your Cengage account should be set up using your NCSU email address as your username. This will make your life much easier down the road!
- If you previously used WebAssign at NCSU, or if you accessed a Cengage ebook for a class like Spanish, you already have a Cengage account and you should NOT create a new one. If you create multiple Cengage accounts it could affect your ability to access all your materials, or it could affect your ability to apply payments properly. **DO NOT CREATE A NEW CENGAGE ACCOUNT IF YOU ALREADY HAVE ONE.**
- If you are pretty sure that you have a Cengage account, but don't remember your Cengage account credentials, see the "How do I create or access my Cengage account?" section below for more details. Do NOT create a new Cengage account simply because you can't remember the credentials or it will cause a big mess that you'll have to clean up later.

How do I create or access my Cengage account?

- **Starting in the summer of 2021, big changes were made to how NCSU and WebAssign are connected. This includes how you log in.**
- Before proceeding, make sure you read the section above about what a Cengage account is. Do not create a new Cengage account if you already have one.
- If this is the first time that you have ever used a Cengage product (WebAssign is a Cengage product), you will first need to create a Cengage account.

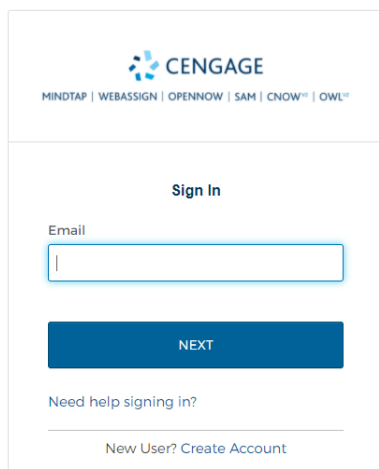
To do so, go here:

<http://cengage.com>

Click the "head in circle" icon in the top right corner of the page to be taken to the login page.



You will see a box that looks like this:

The image shows a Cengage sign-in interface. At the top, the Cengage logo is displayed with the text "MINDTAP | WEBASSIGN | OPENNOW | SAM | CNOW" | OWL" below it. The main heading is "Sign In". Below this is an "Email" label and a text input field. A blue "NEXT" button is positioned below the input field. At the bottom, there is a link "Need help signing in?" and a link "New User? Create Account".

Click the link at the bottom of the box to “Create Account” and then follow the directions to create your Cengage account. **For best results, use your NCSU email address to set up this account.** That will make it easy to remember and it will make it easier for you to be easily identified by your instructor based on your email address.

- **Accessing a previously created account:** If you remember the email address that you used previously (it is likely your NCSU email address), type that in and click the “Next” button. If you remember the password, enter that on the resulting page and log in normally.
 - * If you know the email address but not the password: type in your email address, click “Next” and then make use of the “Need help signing in?” feature, which will allow you to reset your password.
 - * If you can’t remember your email address OR your password, you will need to contact Cengage support for help. (See “What do I do if I have technical difficulties?” below.). Before doing that, it is suggested that you try out your NCSU email address and any other common email addresses that you might have used to see if they work. This will save you time and effort.

How do I log into WebAssign?

If you have previously created a Cengage account in an earlier semester (or if you’ve created your Cengage account moments ago), you can now log into WebAssign. To do so, go here:

<http://webassign.net>

Click the red “Log in” button in the top right corner of the page.



Log in using your Cengage account credentials. If you have any trouble with remembering your

Cengage account username or password, use the “Need help signing in?” link on the sign in page.

Important change: In previous semesters you could log into WebAssign using a special NCSU WebAssign portal that allowed you to use your unity id and password. That functionality has been removed as of summer 2021, so you must always now log in at the generic WebAssign portal using your Cengage account credentials: <http://webassign.net>

How do I see my class in WebAssign?

- To see a particular class, you will need to first manually add yourself to the roster for that class/section. **Note that you cannot do this until the first day of classes.** The class will not be available for roster additions until very early in the morning of the first day of class, so wait until then to follow the steps below.

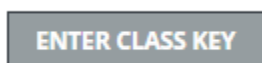
Important change: In the past the roster was updated nightly by syncing with NCSU, but this functionality has been removed as of summer 2021. You now must always add yourself to the roster manually. Note that the process outlined below only puts you on the roster for the class. You will still need to pay for access to the course in a later step.

- There is a link that says “Enroll yourself” in certain places within the Cengage environment, but that is NOT what you need to use to add yourself to the roster (in fact, you will likely get a 404 error if you click it). Instead, please follow the instructions below.
- To add yourself to a roster, begin by going here:

<http://webassign.net>

(If you are not already logged into your Cengage account it will ask you to do that at some point in this process.)

In the top right corner, click the “Enter Class Key” button.



The resulting page will look like this:

A screenshot of a web form titled "Access your course or product" in blue text. Below the title, it says "Enter a class key." in a smaller, grey font. There is a large, empty rectangular input field for the class key. Below the input field, there is a blue hyperlink that says "How do I find my class key?". At the bottom right of the form, there are two buttons: a blue "CANCEL" button and a grey "REGISTER" button.

Enter the class key provided by your instructor. (Note: They might email it to you, or they might put it in moodle (if applicable), or they might have it on the class website (if applicable), or they might simply share it in class. If you haven't been given the class key, ask your instructor for this information.)

The class key will have a form like this, where the # are all numbers:
ncsu #####

Then click "Register" to add yourself to the roster.

IMPORTANT: This field is case-sensitive and DOES require the spaces as well as the ncsu portion in the front.

IMPORTANT: The class key is specific to your course and section. Make sure you are using the class key for the correct course and section or you will end up on the wrong roster.

IMPORTANT: Using the class key only puts you on the roster for the course. This process has nothing to do with payment.

How do I pay for WebAssign?

- First, make sure that you've followed all the instructions above and that you are on the roster for the class. Do that first before proceeding.
- The easiest way to pay is directly within WebAssign itself. To do so, log into WebAssign, navigate to your class, and click the banner at the top of the page that will either tell you how many days are left in your free trial OR that your free trial has ended. This will take

you to another page where you will be given your payment options. Pick the one that best meets your needs and follow the onscreen instructions to pay.

- Note that you can buy Cengage Unlimited access via the NCSU bookstore. If you go this route you will log into WebAssign and then follow the instructions on the CU access card you bought to prove that you have paid for CU access and apply it to your class(es). Note that paying the “per class” fee is not possible via the bookstore.
- There is a new option called “Cengage Unlimited eTextbooks” (priced at \$69.99 as of fall 2021), but that will **NOT** give you access to WebAssign, so you should never pick that one!
- Note that Cengage and/or WebAssign products are **NOT** included in the price of the “All In” option that the NCSU Bookstore sells. Cengage Unlimited and “All In” are not the same thing.

What do I do if I have technical issues?

- Before reaching out for help, make sure that you have checked the “Frequently Asked Questions” section below to see if your issue is covered there.
- Jenn Burt (jenn_burt@ncsu.edu) is an NCSU employee and is the WebAssign support specialist for the NCSU Mathematics Department. She will be happy to help you if you get stuck or have any technical questions relating to your WebAssign use for math classes at NCSU.
- Cengage also offers support services, which can be accessed via this link:
<https://cengage.force.com/s/>
Note that Cengage support must be utilized for anything dealing with billing such as payment issues, refunds, etc.
- Cengage Support Specialists usually hold live office hours at NCSU near the bookstore (and they may still decide to do that this semester, I will add the info here if they announce it!), but for now the online office hours that have been announced are being held via zoom. They have been doing it this way for a few semesters now and students report that it is very fast and easy to get help this way.

Cengage Student Office Hours- Registration, Purchase Options, and Help Getting Started with MindTap, WebAssign, SAM, CNOW, OWL and eTextbooks

- Zoom Link: <https://cengage.zoom.us/j/96247069497>
- Meeting ID: 962 4706 9497
- Tuesday, January 4th – Friday, January 7th 10am-12pm & 2pm-4pm
- Monday, January 10th –Thursday, January 13th 10am-12pm & 2pm-4pm
- Tuesday, January 18th –Thursday, January 20th 10am-12pm & 2pm-4pm
- Monday, January 24th –Thursday, January 27th 10am-12pm & 2pm-4pm
- Wednesday, March 2nd – Friday, March 4th 10am-12pm & 2pm-4pm
- Monday, March 7th – Thursday, March 10th 10am-12pm & 2pm-4pm
- Monday, March 14th – Thursday, March 17th 10am-12pm & 2pm-4pm

Beginning of Semester Checklist for Students Using WebAssign

- If this is your first semester using WebAssign, read this entire document. If you have used it before, scan the document to see what might have changed since you last used it.
- If this is the first time you have used a Cengage product, create a Cengage account. If you already have a Cengage account, log into it at <http://cengage.com> to make sure that you remember your credentials. DO NOT CREATE A NEW ACCOUNT IF YOU ALREADY HAVE ONE or it will make a mess that will be difficult to clean up.
- Once you have a Cengage account, log into WebAssign at <http://webassign.net> using your Cengage credentials.
- Self-enroll in each class that you are in that uses WebAssign using a class key provided by your instructor. This puts you on the roster for the class(es) in WebAssign.
- Pay to use WebAssign. You can use the system for free for 14 days, but after that you will need to pay to continue using it. If you are getting a message saying that the free trial will end in # days, that means that payment has not been applied for that class. You need to get that message about the free trial to go away before the free trial ends or you will lose access on day 14.
- If you have technical issues or questions there are many ways to get help, so please don't hesitate to ask!

Frequently Asked Questions

1) Question: What is the class key for this class?

Answer: The class key is a code that is unique for each section of a class. It is used to add yourself to the roster of your class in WebAssign. It is NOT used for anything related to payment. It only adds you to the roster. Your instructor will give you the class key at the beginning of the course. They might email it to you, or they might put it in moodle (if applicable), or they might have it on the class website (if applicable), they might put it on the syllabus, or they might simply share it in class. If you haven't been given the class key, ask your instructor for this information.

2) Question: Where is my ebook?

Answer: This depends on the class that you are taking. Answers are broken down below by course.

-- MA 132: There is no ebook for this course available via WebAssign.

-- MA 121, MA 131, MA 231: The textbook used for these courses is a Pearson title. Pearson and Cengage are different companies, so it is not possible to gain access to or pay for your textbook from within WebAssign/Cengage. You must buy your textbook separately at the NCSU bookstore or through other places where your textbook is sold. The price of WebAssign in these classes is very low because it does not include the price of the ebook. Make sure that when you buy your Pearson book that you don't waste money by buying access to My Math Lab, which we do not use in the NCSU math department.

-- MA 103, MA 105, MA 141, MA 241, MA 242: The ebook for these courses are uploaded in pdf form to your Class Resources. To find these files, log in to WebAssign and go to the main page for your course. Scroll down until you see the section called "Resources." Click on that section to expand it, and any pdfs available for your course will be displayed as links. Note that you can download these files to as many devices as you like, which will make them available to you offline so that you don't have to return to this page every time you wish to access the materials. You can also save them so that you have access to them long after the class has ended.

-- MA 107, MA 111, MA 114: The ebook is accessed via "My eBooks" at the top of any WebAssign page.

4) Question: I just switched classes. What do I need to do?

Answer: -- In the past we used an automatic rostering system at NCSU and you would be moved from one class/section to the other automatically. However, starting in summer 2021 this functionality will be discontinued. Instead, you will need to add yourself to your new section using the class key for your new class (see the instructions above for adding yourself to a roster). If you already added yourself to your previous section and wish to be removed from the old roster, send an email to Jenn Burt (jenn_burt@ncsu.edu) and she will do this for you.

-- If you have previously paid for WebAssign in your original class, that payment will NOT follow you to your new class. To take care of this you will need to contact Cengage support to have your payment moved from one class to the other OR to refund your original payment so that you can pay for your new class. (If you are switching from one section to another in the same course the payment can be transferred. If you are switching to an entirely new course it often can't be transferred because the fee is a different amount, etc.)

-- If you are transferring from one section of a course to another section of the same course and have already done some homework assignments in your old section, it is sometimes possible to get some of the grades transferred – but this does not happen automatically. To find out if your grades can be transferred, contact Jenn Burt (jenn_burt@ncsu.edu) and tell her which class you switched from and which class you switched to and she can tell you about your options.

5) Question: I just added the class late. What do I need to do?

Answer: -- Follow the directions above to add yourself to the roster using the class key, which your instructor will provide.

-- If any of the assignments in your class are past due once you gain access to the class, contact your instructor to let them know that you added late and they can grant you an extension on any missed assignments.

6) Question: I bought a multi-semester Cengage Unlimited subscription in the past, but it is not giving me credit for that now. What do I do?

Answer: Log in to WebAssign and click on the banner at the top of the page that tells you how many days are left in your free trial OR that your free trial has ended. This will take you to a page with your payment options, or the ability to apply an existing Cengage Unlimited subscription to this class. Apply your subscription following the onscreen instructions. If you are taking more than one class using WebAssign you will need to repeat this process for each of your classes

7) Question: I added myself to the roster using the class key, but when I go to WebAssign or try to pay it says that I'm not in any courses. What do I do?

Answer: There is likely something weird/wrong that is saved/cached in your browser. The easiest fix is to completely shut down and restart your computer to clear things up. Then return to <http://webassign.net> and log in.

8) Question: I'm having "weird issues" that aren't covered by the above. What should I do?

Answer: There are a variety of "weird issues" that you might run into. These are rare, but are annoying when they happen. For example, maybe you've added the class using the class key but it is still telling you that you aren't in a class? Or maybe when you click on your math class it keeps taking you to your chemistry class instead? Or maybe there is just something else "weird" going on that doesn't seem right. If so, please try the following.

- 1) Log out of WebAssign/Cengage
- 2) Return to <http://webassign.net>
- 3) Log in again

If that still doesn't fix the problem, try completely rebooting your computer.

If that still doesn't fix the problem, contact Jenn Burt (jenn_burt@ncsu.edu)