

Can I use Cengage Unlimited if I am currently living outside of the U.S. due to Covid-19, but attending school through a US-based institution?

Student with existing Cengage Unlimited Access

Yes. Login to your Cengage account and register your access code (if it has not already been registered). Once registered, you'll be routed to your international dashboard. From your dashboard, you can use the **Switch to US Dashboard** link, located in the lower right-hand corner of your screen, to switch to the US-based dashboard and access your Cengage Unlimited benefits.

The screenshot displays the Cengage account dashboard. At the top, there are navigation links: "My Home", "My Orders", and "My Account". The main section is titled "My Home" and contains a "My Courses & Materials" area. This area lists a course titled "Conectados Communication Manual, 2nd Edition" by Patti J. Marinelli and Karin Fajardo, with a book cover image and a "MindTap" icon. Below the course title, it says "ONLINE Feb 24-May 8 TD021 (20373)" and has an "Open" button. To the right of the course list, there is a section titled "Have Another Product to Register?" with a text input field, a "Register" button, and some explanatory text about access codes. Below this, there is a "Support: Need help?" section with links for "FAQs", "Customer Service", and "Technical Support". At the bottom of the dashboard, there is a "CengageBrain Feedback" section with a survey link. A red rectangular box highlights the "Switch to US Dashboard >" link located at the bottom right of the dashboard.

Users who do not have access to Cengage Unlimited, will still see the **Switch to US Dashboard** link; but will be presented with the following error when they try to utilize it:

Denied Access

(Esc) or Close 

You do not have access.

Click "Close" and continue to your International Dashboard.

Students without Cengage Unlimited Access

You will not be able to purchase Cengage Unlimited online or enroll in CU trial if you are located outside of the United States, even if you are attending a U.S. - based institution. Should this be the case, please contact our Customer Support department by email at intlcs@cengage.com to make a purchase. Please email your name, email address utilized to enroll into your course and the course name.

If you were enrolled in an existing course that moved to an online format, due to Covid-19, you may contact us at intlcs@cengage.com. Please provide your name, email address utilized to enroll into your course and the course name. We'll work to provide you with course specific access to your course.

If I am provided with course specific access, will my online homework solutions still be available outside the U.S.?

Yes, there may be some activities that restricted outside of the U.S., but most of the content will still be available.