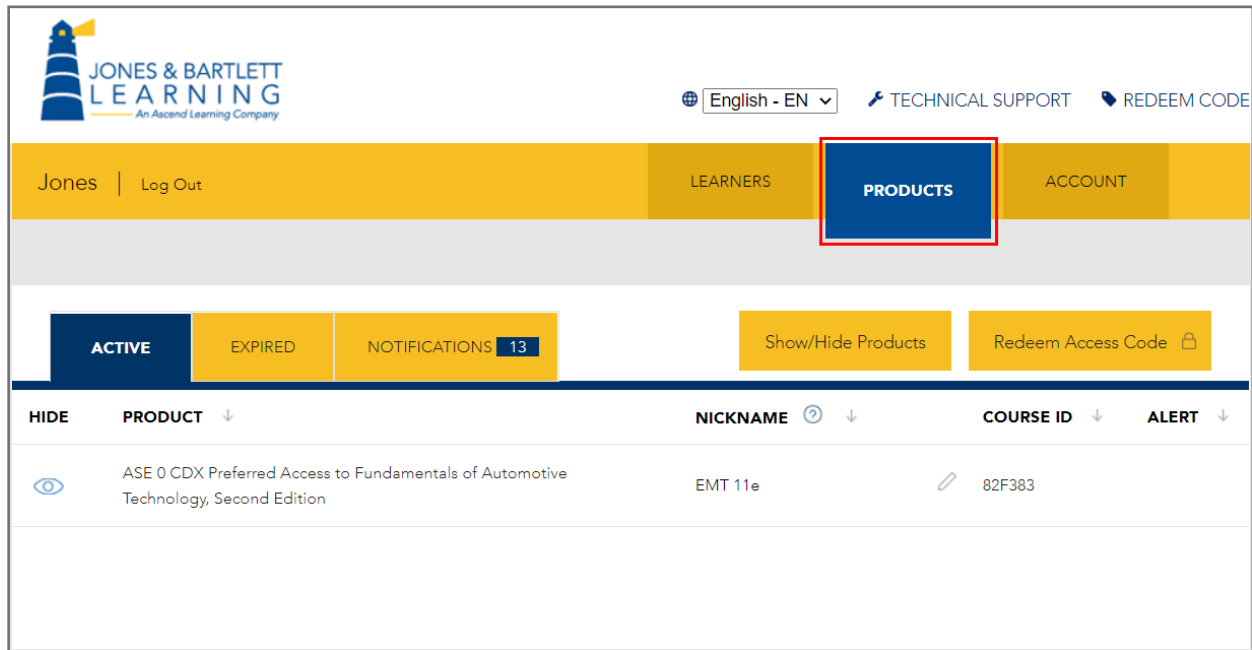


How to Personalize and Manage Your User Account

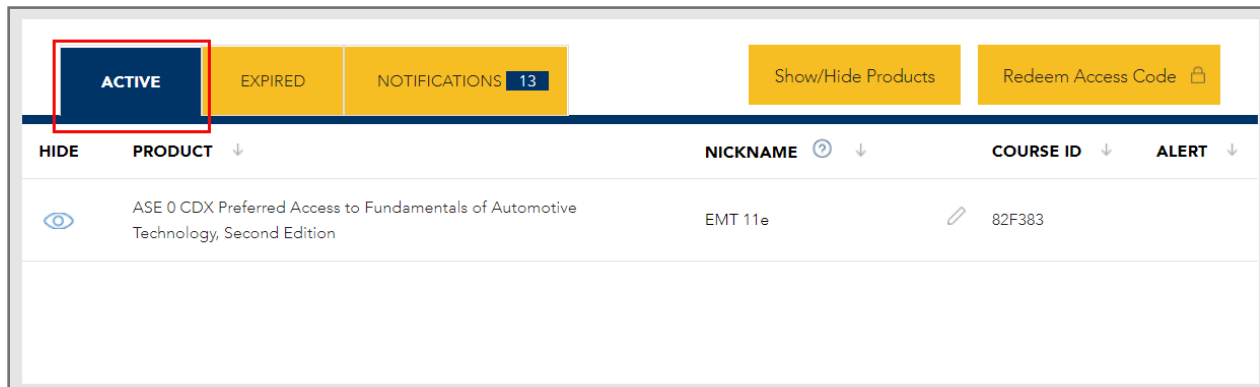
This document provides an overview of options for managing your personal JBL user account. It covers navigating your account tabs, nicknaming and hiding products and courses, and changing your contact information.

1. When you log in to your user account, the account page **Products** tab opens by default. This tab displays all courses, resources, and eBooks to which you currently have access.



The screenshot shows the user account interface. At the top left is the Jones & Bartlett Learning logo. To the right are language settings (English - EN), a technical support icon, and a redeem code icon. Below this is a navigation bar with tabs: Jones | Log Out, LEARNERS, **PRODUCTS** (highlighted with a red box), and ACCOUNT. Below the navigation bar are sub-tabs: ACTIVE, EXPIRED, and NOTIFICATIONS (13). There are also buttons for 'Show/Hide Products' and 'Redeem Access Code'. Below the sub-tabs is a table with columns: HIDE, PRODUCT, NICKNAME, COURSE ID, and ALERT. The table contains one row for 'ASE 0 CDX Preferred Access to Fundamentals of Automotive Technology, Second Edition' with nickname 'EMT 11e' and course ID '82F383'.

2. The **Active** subtab lists all products that are currently available in a table displayed below.



This screenshot is a closer view of the 'ACTIVE' subtab. The 'ACTIVE' subtab is highlighted with a red box. The table below it is identical to the one in the previous screenshot, showing the product 'ASE 0 CDX Preferred Access to Fundamentals of Automotive Technology, Second Edition' with nickname 'EMT 11e' and course ID '82F383'.

3. Immediately to its right, the **Expired** subtab displays any products for which your access has lapsed.

HIDE	PRODUCT	NICKNAME	COURSE ID	ALERT
	3 Minute Challenge			Renew

4. On the **Expired** subtab, you may use the **Renew** button to the right of an expired product to repurchase and extend your access as needed.

HIDE	PRODUCT	NICKNAME	COURSE ID	ALERT
	3 Minute Challenge			Renew

5. The **Notifications** tab is where you may review communications which contain important information about your current courseware.

ACTIVE	EXPIRED	NOTIFICATIONS	Show/Hide Products	Redeem Access Code
ACTIVE	DELETED			
SUBJECT				DATE RECEIVED
COVID-19: Some answers to your distance learning questions				3/18/2020
Fire Officer: Principles and Practice, Fourth Edition. What's New?				2/18/2020
Recert: FAQ's and Help Documentation				5/29/2020
Helpful Resources for Your Fire Course				5/29/2020
Helpful Resources for Your EMS Course				5/29/2020

6. Under your default active **Products** tab, you may use the **Nickname** column to assign a custom name or label to any item of your choosing. Applying nicknames is an easy way to quickly pick out an eBook or specific course in the event you are teaching multiple classes or using several texts.

ACTIVE	EXPIRED	NOTIFICATIONS 13	Show/Hide Products	Redeem Access Code
HIDE	PRODUCT ↓	NICKNAME ↓	COURSE ID ↓	ALERT ↓
	ASE 0 CDX Advantage Access to Fundamentals of Automotive Technology, Second Edition			
	ASE 0 CDX Preferred Access to Fundamentals of Automotive Technology, Second Edition	EMT 11e		82F383
	Navigate 2 Essentials Access for Emergency Care and Transportation of the Sick and Injured			7763BD

Technical Support: www.jblearning.com/techsupport | support@jblearning.com | 1-978-443-5000 | M-F 8:30am – 8:00pm

7. To assign a nickname, click on the **pencil icon** to the right of the product name under the **Nickname** column.

HIDE	PRODUCT	NICKNAME	COURSE ID	ALERT
	ASE 0 CDX Advantage Access to Fundamentals of Automotive Technology, Second Edition			
	ASE 0 CDX Preferred Access to Fundamentals of Automotive Technology, Second Edition	EMT 11e	82F383	
	Navigate 2 Essentials Access for Emergency Care and Transportation of the Sick and Injured		7763BD	

8. A fillable field will open to the left of the pencil, where you may type in a name of your choosing. When satisfied with the name, press the **Enter** key on your keyboard.

HIDE	PRODUCT	NICKNAME	COURSE ID	ALERT
	ASE 0 CDX Advantage Access to Fundamentals of Automotive Technology, Second Edition			
	ASE 0 CDX Preferred Access to Fundamentals of Automotive Technology, Second Edition			
	Navigate 2 Essentials Access for Emergency Care and Transportation of the Sick and Injured	EMT Class	7763BD	

9. You may remove or change the assigned nickname at any time by repeating these same steps.

10. If you wish to hide any product from view on your **Products** tab, begin by clicking the **eye icon** to its left. This will close the eye and gray-out the title of the course. Please note, you may designate multiple products for hiding at one time.

Click the eye to hide a product.

Eye appears shut when hidden

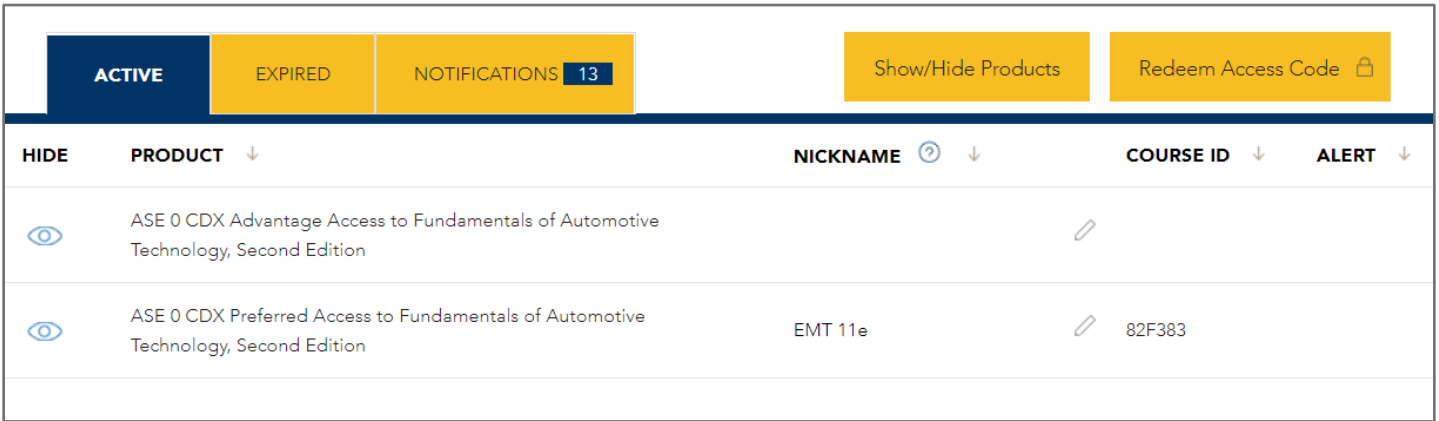
HIDE	PRODUCT	NICKNAME	COURSE ID	ALERT
	ASE 0 CDX Advantage Access to Fundamentals of Automotive Technology, Second Edition			
	ASE 0 CDX Preferred Access to Fundamentals of Automotive Technology, Second Edition	EMT 11e	82F383	
	Navigate 2 Essentials Access for Emergency Care and Transportation of the Sick and Injured	EMT Class	7763BD	



11. Once the product is selected to be hidden using the eye button, you must then click the **Show/Hide Products** button at the top of your products table.

Show/Hide Products

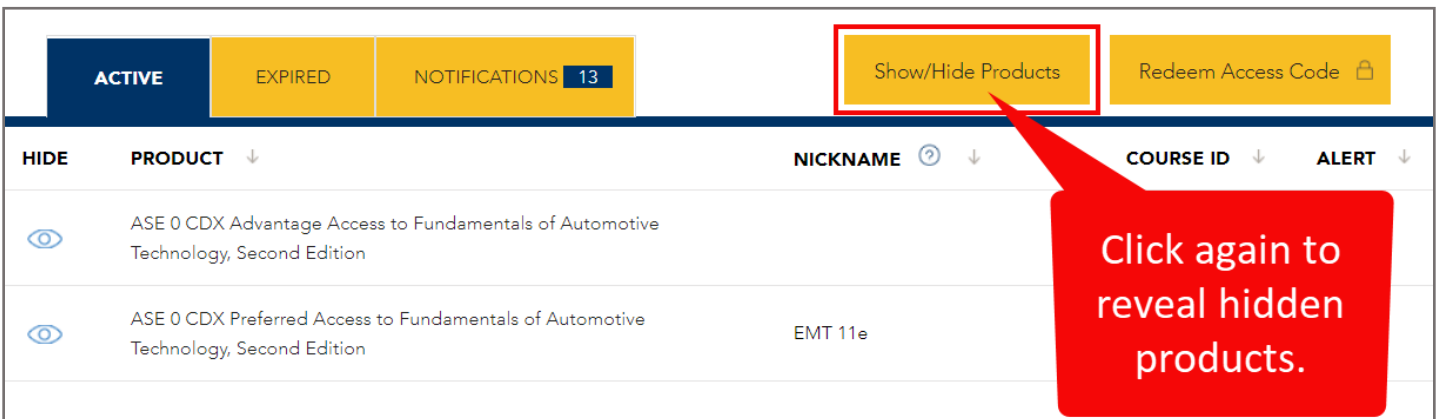
HIDE	PRODUCT	NICKNAME	COURSE ID	ALERT
	ASE 0 CDX Advantage Access to Fundamentals of Automotive Technology, Second Edition			
	ASE 0 CDX Preferred Access to Fundamentals of Automotive Technology, Second Edition	EMT 11e	82F383	
	Navigate 2 Essentials Access for Emergency Care and Transportation of the Sick and Injured	EMT Class	7763BD	



12. Clicking this button will remove the hidden items from sight on your **Products** tab going forward. Please note, a hidden product will remain out of sight until it is manually unhidden.



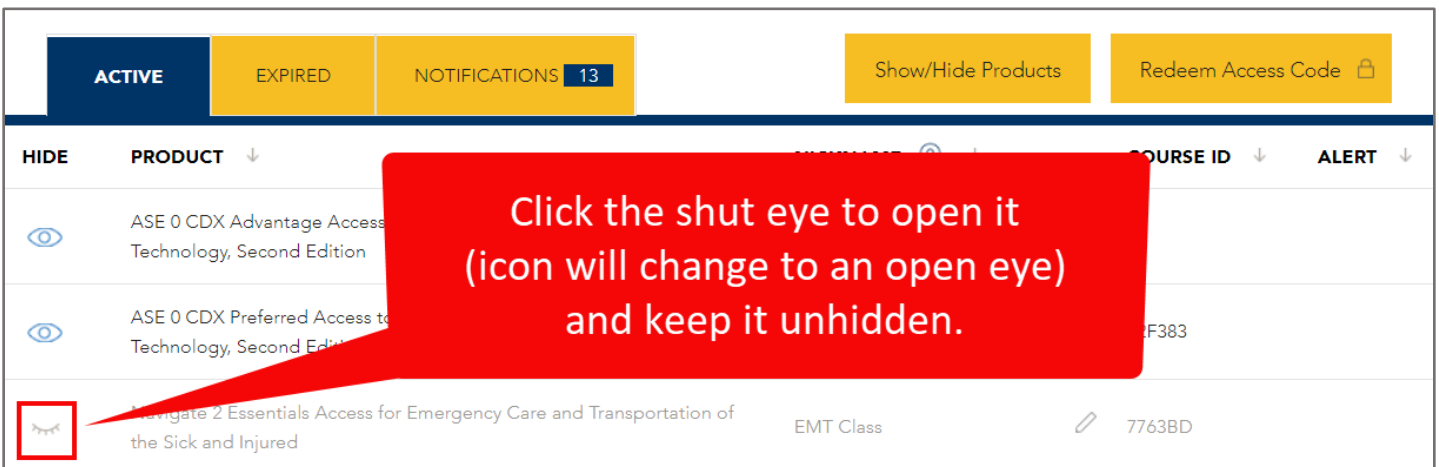
HIDE	PRODUCT	NICKNAME	COURSE ID	ALERT
	ASE 0 CDX Advantage Access to Fundamentals of Automotive Technology, Second Edition			
	ASE 0 CDX Preferred Access to Fundamentals of Automotive Technology, Second Edition	EMT 11e	82F383	




13. To restore the item back to your products list, simply click the **Show/Hide Products** button again for it to reappear. Then click the **eye icon** to its left to open it, ensuring the product remains unhidden in your subsequent sessions.



HIDE	PRODUCT	NICKNAME	COURSE ID	ALERT
	ASE 0 CDX Advantage Access to Fundamentals of Automotive Technology, Second Edition			
	ASE 0 CDX Preferred Access to Fundamentals of Automotive Technology, Second Edition	EMT 11e		

Click again to reveal hidden products.



HIDE	PRODUCT	NICKNAME	COURSE ID	ALERT
	ASE 0 CDX Advantage Access to Fundamentals of Automotive Technology, Second Edition			
	ASE 0 CDX Preferred Access to Fundamentals of Automotive Technology, Second Edition		F383	
	Navigate 2 Essentials Access for Emergency Care and Transportation of the Sick and Injured	EMT Class	7763BD	

Click the shut eye to open it (icon will change to an open eye) and keep it unhidden.

Technical Support: www.jblearning.com/techsupport | support@jblearning.com | 1-978-443-5000 | M-F 8:30am – 8:00pm

14. If you need to make changes to your account details or profile information, click on the **Accounts** tab at the top-right of the page.

The screenshot shows the top navigation bar of the Jones & Bartlett Learning website. The logo is on the left, followed by a language dropdown set to 'English - EN', and links for 'TECHNICAL SUPPORT' and 'REDEEM CODE'. Below this is a yellow navigation bar with 'Jones | Log Out', 'LEARNERS', 'PRODUCTS', and 'ACCOUNT'. The 'ACCOUNT' tab is highlighted with a red box and a mouse cursor. Below the navigation bar are buttons for 'ACTIVE', 'EXPIRED', 'NOTIFICATIONS 13', 'Show/Hide Products', and 'Redeem Access Code'. A table below lists products with columns for 'HIDE', 'PRODUCT', 'NICKNAME', 'COURSE ID', and 'ALERT'.



HIDE	PRODUCT	NICKNAME	COURSE ID	ALERT
	ASE 0 CDX Advantage Access to Fundamentals of Automotive Technology, Second Edition			
	ASE 0 CDX Preferred Access to Fundamentals of Automotive Technology, Second Edition	EMT 11e	82F383	
	Navigate 2 Essentials Access for Emergency Care and Transportation of the Sick and Injured	EMT Class	7763BD	

15. Use the menu provided on the left side of your **Account** tab to locate the information that requires changes.

The screenshot shows the 'ACCOUNT' tab selected in the navigation bar. On the left, a menu is visible with 'Contact Information' highlighted in a red box. The main content area displays the 'Contact Information' form with fields for 'First Name' (Jones), 'Last Name' (Bartlett), and 'Country' (United States of America).

Technical Support: www.jblearning.com/techsupport | support@jblearning.com | 1-978-443-5000 | M-F 8:30am – 8:00pm

16. Then update the fields as needed before clicking the **Save Changes** button at the bottom of the page.

Phone (Optional)	Institution Name (Optional)
888-888-8888	
Save Changes  	

Technical Support: www.jblearning.com/techsupport | support@jblearning.com | 1-978-443-5000 | M-F 8:30am – 8:00pm

