

Classzone FAQ

Registration

1. How do I create an account for Classzone.com?

To create an account on Classzone.com, just click on the “Sign In” or “My Account” links at the top of the page. Then, in the box labeled “New Visitors,” select either “Create a Student Account” or “Select a Teacher Account,” depending on the roll you will have in the system.

For Teachers:

Fill in the appropriate personal information, including your Teacher Access Code and School information. Create a username and password and accept the system’s Terms of Use and Privacy Policy documents.

For Students:

Fill in the appropriate personal information, create a username and password, and accept the system’s Terms of Use and Privacy Policy documents.

2. What is a Teacher Access Code and where can I find it?

A Teacher Access Code is required to access the Teacher Resources available on the Classzone website. For some programs, this code will be printed on the page facing the inside front cover of the appropriate Teacher's Edition textbook. If the Teacher Access Code is not in the Teacher's Edition textbook, you can find it in the e-mails you received at the time your order was processed.

3. I am an international user. Can I create an account on Classzone.com?

You sure can! Simply follow the account creation instructions above and select “International User” as your School Type. You can list the appropriate Postal Code for your location, up to 15-characters in length. Our name fields will also accept most standard special characters for the Latin alphabet to accommodate our users who’s names include accent or other special marks.

Navigation

1. How can I find my book on Classzone.com?

On the Classzone.com home screen, select your discipline and grade level. Then select your state (or choose the International option if you are outside the United States). Then click the “Go” button to see a list of available programs for that location and grade level.

2. Why do I see books that I am not using on Classzone.com?

Classzone will show you all of the books available for a selected discipline and grade level, even if you aren’t necessarily using those books. This means that if you are in a Biology class, you will also see Chemistry and Earth Science books listed. The reason for this is that most of the resources on the Classzone website are available for free! And often there are resources within a different program that can still be useful (like finding a periodic table in the Chemistry resources for help with

your Biology homework).

3. Why can't I access all of the resources for my product?

Some resources within a program do require a login to access—such as the actual Online Book pages and Teacher Toolkit materials. To see the restricted portions of a book, you will need to register for that program by entering the Activation Code you received when ordering that product (for teachers) or from your teacher (for students).

Technical Support

1. Is there a Technical Support hotline I can call if I need help?

Yes! We have a Technical Support group that can be contacted during the hours below via a toll free phone number or through e-mail:

Holt McDougal Technical Support

Monday-Friday, 8:00am to 11:00pm EST

phone: (800) 323-9239

email: techsupport@hmhpub.com

2. What other ways can I get Technical Support help?

Yes, you can also find additional information product support on our Technical Support website:

<http://techsupport.hmhpub.com/default.asp>.

3. There's a message saying that the system will be down during a certain time period. Why is the system offline and how can I find out more information about the outage?

We do sometimes take Classzone.com offline for purposes of maintenance or to add new content or features to the site. However, we do try to take the site offline during overnight, weekend, or summer (non-peak) hours. When the system is offline, you can find additional information about the system's stats on our Service Availability information site, located here:

<http://techsupport.hmhpub.com/fix.asp?isid=51002>

4. What are the Terms of Use for the Classzone.com website?

The Terms and Conditions of Use information can always be found linked in the footer information of any page on Classzone.com.

You can also view it by going to: http://www.hmco.com/terms_and_conditions.html

5. What is the Privacy Policy for the Classzone.com website?

The Privacy Policy can always be found linked in the footer information of any page on Classzone.com.

You can also view it by going to: http://www.hmco.com/privacy_policy.html