Student Frequently Asked Questions

Last Modified on 09/03/2026 12:53 pm EDT

The Frequently Asked Questions page is dedicated to common issues that students may experience when registering for access or using our products.

If this is your first time using a Norton product, check out the Digital Products section of Knowledge Owl.

If you cannot find an answer to your question or information on the issue that you are experiencing, please contact the W.W. Norton Service Desk for further support.

What if I forgot my password?

If you forgot your password, you can reset it on the Norton Digital Landing Page by following the steps below:

1. Click on the green Sign In, Register a Code, or Purchase Access button in the middle of the webpage or click on the gear menu in the top right corner of the webpage.
2. When the "Have you already registered for this product?" login prompt appears, click on the "Forgot your Password?" link beneath the password field.
3. In the Forgot your Password prompt, input the email address that you registered for your W.W. Norton product with.
4. Click Reset Password and OK to request a password reset email. A password reset email will send. Please note you will have 15 minutes to use the link sent in the password reset email. If you do not reset your password within 15 minutes, you will need to repeat this process from step 1.
5. Log in to your email account. You will receive an email with the subject heading "Password Reset for W.W. Norton Account." If you do not see the reset email in your inbox, check your Spam folder.
6. Click on the link provided after "Here is the link to reset your password".
7. This link will load the W.W. Norton website in a new tab where you will be prompted to input a new password and retype your new password before clicking Reset Password. Please note your new password cannot contain any of the following special characters: **# ^ % _ ' **
8. The webpage will reload and you will be prompted to log in to your W.W. Norton account using your new password on the Digital Landing Page for the product you were attempting to log in to.

To reset you password on the W.W. Norton website, follow the steps below:

1. Go to https://wwnorton.com/ in a new window or tab.
2. Click on the Log In account icon in the top right corner of the webpage.
3. Click on Forgot your Password? at the bottom of the Already Have a Norton Account? section of the login tab.
4. Input the email address that you registered for access to Norton products with and click Send Email. You will see a confirmation that the password reset email has been sent.

5. Log in to your email account. You will receive an email with the subject heading "Password Reset for W.W. Norton Account." If you do not see the reset email in your inbox, check your Spam folder.

6. Click on the link provided after "Here is the link to reset your password".

7. This link will load the W.W. Norton website in a new tab where you will be prompted to input a new password and retype your new password before clicking Reset Password. Please note your new password cannot contain any of the following special characters: **# ^ % _ ' **

8. The webpage will reload and you will be prompted to log in to your W.W. Norton account using your new password.

*If you are a High School student, please consult with your teacher or submit a request to the W.W. Norton Service Desk to have your password reset.

What do I do if I forgot the username/email address I registered with?

If you forgot the username or email address that you registered with, please go to the W.W. Norton Service Desk to submit a support request.

What do I do if I want to change the username/email address I registered with?

Please note, you can update your email address any time within 14 days of creating your account. To do so, please follow the steps below.

1. Click "Change your email."

2. Enter your current email address.

3. Enter your new email address to use.

4. Enter your password.

5. Click "Submit".

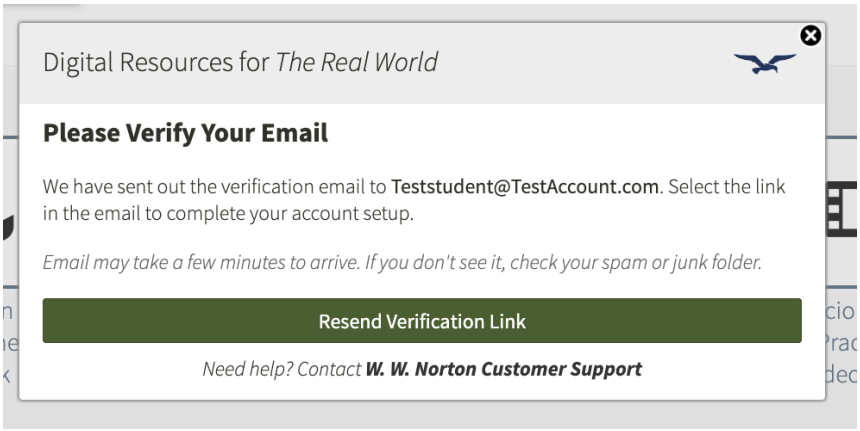
6. A message will appear "Your registered email has been updated. You can use your updated email to sign in now".

7. Click OK.

To update your email address after 14 days, please contact W. W. Norton Customer Support for assistance.

What should I do if I did not receive my verification email?

If you do not receive an email, please click the “Resend Verification Link” button to resend the email at intervals of 60 and 120 seconds for your first two attempts. From here, you will need to wait 1 hour between each subsequent attempt.



What should I do if I am unable to verify my account?

If you cannot verify your email, do not receive the email, or if your URL in your verification email has expired, please contact the W.W. Norton Service Desk.

What does it mean if my Student Set is integrated?

This simply means your instructor has decided to set up your Student Set using an LTI Integration with you schools Learning Management System. Learning Management Systems include Blackboard Learn, Canvas, Moodle/D2L and more. Because your course is set up this way, it is important to follow steps provided by your instructor to access your course materials.

Why can I see my grades in Norton Learning Tools but not my LMS?

For Student Sets that are integrated through a school's Learning Management System, grades will only appear in the instructor and student grade view if students access course materials correctly. To make sure your grades appear in your LMS:

1. Login to your school's Learning Management System using your credentials.
2. Navigate to the course that is integrated with Norton Learning Tools.
3. Open one of the links that has been added by your instructor to your course. You will be taken to the Norton Learning Tools page or an activity and be prompted to login.
4. Create an account or login using your existing Norton credentials and open the activity or complete the activity that you opened for a final score.
5. Since you accessed your activity the correct way, your earned final grade will appear in your instructors gradebook.
6. If you have followed these steps and still cannot see the grade that you earned in your LMS gradebook, go to the W.W. Norton Service Desk page to submit a support request.

Why isn't my access code working?

If you are experiencing issues with your access code, please contact the W.W. Norton Service Desk for support.

How do I get my ebook pages to load?

If you are experiencing issues with loading you ebook, please follow the steps below.

1. If your ebook page did not load, please use one of the navigational arrows to navigate to a new page in the ebook.
2. Once that page has loaded, navigate back to the original page. The original page should now load.
3. If the page did not load after navigating, please update the URL in your browser to include "?si=0" without quotation marks and hit Enter on your keyboard to reload the page. *a screenshot will be inserted here to show students where the extra characters should be included*
    - Please note, the character after the equal sign is a zero.
4. If the ebook page still does not load, please log out of Norton Learning Tools and clear your browser history in your settings.
5. If you have attempted all of these and your ebook is still not loading, please go to the W.W. Norton Service Desk page to submit a support request.

What if I selected the wrong school when registering my account or access code?

Please go to the W.W. Norton Service Desk page to submit a support request to update the school you registered with.

How do I purchase access after I've created an account?

Please Note: If your course is integrated with your school's Learning Management System (LMS) such as Canvas, Blackboard, or Desire2Learn, please purchase or register from your Instructor's LMS course links.

If you're unsure what to purchase or how to purchase your course materials, please refer to your instructor's syllabus in your school's LMS for specific instructions, or view the First Day of Class article for additional guidance.

If your course is not integrated with a Learning Management System (LMS), follow the instructions documented below or view step by step instructions here: How to purchase digital products on wwnorton.com

If you created an account in the Login pop-out on the Norton Website, please follow the steps below to purchase access to your product.

1. Login to your account by clicking the account icon in the top right corner on the Norton Website.
2. Once you are logged in, click the Student menu in the top left.
3. Click on Shop Textbooks.
4. Click on College or High School.
5. Choose the appropriate discipline.
6. Scroll through the list and select the book title for your course.

7. Select your book title's discipline from the list on the left side of the page or search for the product using the search bar next to the account icon.
8. Find your book title in the list or select it from the generated options from your search.
9. Scroll down and click View All Options. This will take you to the main Norton Learning Tools page.
10. Click on Sign In, Register a Code or Purchase Access and input your email address and password from the account you created on books.wwnorton.com.
11. Choose I want to view purchase options from the menu.
12. Input your information in the empty fields and click Continue until you get to the Purchase Menu.
13. Select the option you would like to purchase and complete your purchase.

Purchasing Course Materials: Instructions for Canadian Students

Please note: If your Instructor provided a direct link to the **Norton Digital Landing Page** for the title used in your course, select the link to view the available purchase options and follow the prompts to complete your purchase.

If your course is integrated with a **Learning Management System (LMS)**, such as Canvas, Blackboard, or Desire2Learn, please use the purchase links provided within your LMS course.

If you're unsure what to purchase or how to purchase your course materials, please refer to your instructor's syllabus in your school's LMS for specific instructions, or view the First Day of Class article for additional guidance.

If your course is not integrated with a Learning Management System (LMS), follow the instructions documented below

To browse available textbooks, visit the Norton Textbook Website.

1. Log in or create an account by visiting the digital landing page for your title or the Norton website and log in to your account. If you do not have an account, follow the prompts to create one.
2. Once you are logged in, select Students and Shop Textbooks.
3. Click on College or High School.
4. Select your book title's discipline from the list on the left side of the page or search for the product using the search bar next to the account icon.
5. Find your book title in the list or select it from the generated options from your search.
6. Scroll down and click View All Options. This will take you to the main Norton Learning Tools page.
7. Click on Sign In, Register a Code or Purchase Access and input your email address and password from the account you created on books.wwnorton.com.
8. Choose I want to view purchase options from the menu.
9. Input your information in the empty fields and click Continue until you get to the Purchase Menu.

10. Select the option you would like to purchase

11. **Enter your location and school information.**
    When prompted, select **Canada** as your country and enter your **State/Province** and **School/Institution**.

12. **Continue to checkout.**
    Follow the on-screen instructions to proceed with your purchase.

13. **Complete your purchase through Login.**
    When you are ready to complete your purchase, you will be redirected to **Login**, our Canadian distributor, to process your payment.

14. **Select "Checkout with PayPal."**

15. **Choose a payment method.**
    - If you have a PayPal account, log in to your account.
    - If you do not have a PayPal account, select **"Pay with a credit or Visa Debit card."**
    - **PLEASE NOTE: You do not need a PayPal account to make a purchase.**

16. **Enter your payment information.**
    Follow the prompts to enter the required payment and billing information and complete your transaction.

17. **Choose whether to create a PayPal account.**
    At the bottom of the payment screen, you may see an option to create a PayPal account. **You do not need to create a PayPal account to complete your purchase.**

18. **Continue as a guest, if preferred.**
    If you do not want to create a PayPal account, turn off the account creation option and continue your purchase as a guest.

How do I upgrade from trial access?

Students can sign up for trial access to our products for 21 days. After your trial access expires, you will receive a notification that you need to purchase access upon opening an activity or ebook. There are two ways to upgrade your access:

1. Sign in to your Norton Learning Tools product page.

2. Open the ebook or InQuizitive activity you plan to work on.

3. A pop-up will appear that says, "Your trial access period has expired. Please purchase access or redeem a registration code to continue accessing the product."

4. If you have a registration code that you purchased, enter it into the I have a registration code field.

5. If you would like to purchase access, click on I want to view purchase options, and then Show Purchasing Options.

6. Accept the Terms and Conditions, input your University information and click continue.

7. Select what you would like to purchase access to.
    - Depending on your product, you will have several purchase options to choose from. Be sure to thoroughly read what is included in each option, so you have access to the products you need for the duration of your course.
8. Enter your credit card information and click Review Your Order.
9. Once you click Complete Your Purchase, you will have immediate access to the products you selected.

The other way to upgrade from trial access is:

1. Log in to your Norton Learning Tools product page.
2. Click on the Purchase Options tag in the top right beneath the account icon.
3. Select what you would like to purchase access to.
    - Depending on your product, you will have several purchase options to choose from. Be sure to thoroughly read what is included in each option, so you have access to the products you need for the duration of your course.
4. Enter your credit card information and click Review Your Order.
5. Once you click Complete Your Purchase, you will have immediate access to the products you selected.

What if I purchased InQuizitive access but I can’t access the ebook?

If you purchased access to InQuizitive and cannot access the ebook, you will need to purchase access to the ebook. To update your purchase:

1. Log in to your Norton Learning Tools page.
2. Click on the Purchase Options tag in the top right beneath the account icon.
3. Select the purchase upgrade for the ebook.
4. Input your credit card information and confirm your purchase.
5. You will have immediate access to the ebook.

Why isn't my ZAPS activity calculating my final grade?

This happens when you have not answered all of the questions within the ZAPS activity. To be sure you've completed all questions, close out of the activity and re-open it. Starting with the activity introduction, click through each section of the activity and answer any questions that have not been answered. Once you've completed each question, ZAPS will calculate your final score.

How can I request a refund for a Digital Product purchase?

Refunds for digital products must be made within 10 business days of the purchase. Our return policy can be viewed here.

To request a refund, please submit a support request. Please be sure to submit your request using the email address you used to make the purchase.

Why won't music clips play in my Ebook?

If you're encountering problems with the music player in your Ebook while using Firefox, such as silent audio clips, the issue likely stems from Firefox's default cookie settings. To resolve this, please try one of the following solutions:

1. Use a different browser: We recommend Chrome, which typically allows cookies by default.

2. Adjust Firefox browser settings: If you prefer to continue using Firefox, follow these steps to enable cookies:

    - Click the menu icon (three horizontal lines) in the top-right corner
    - Select "Settings"
    - Choose "Privacy & Security" from the left sidebar
    - Under "Browser Privacy," select "Custom"
    - Then, choose one of these options:
        - Uncheck the box next to "Cookies" or
        - Keep "Cookies" checked and select "Cross-site tracking cookies" from the dropdown menu

After updating Firebox browser settings:

- Refresh/reload your browser
- Return to the ebook activity
- Try accessing the audio clip again

Issues playing music clips in other browser types, such as Chrome, please check browser settings and be sure that cookies are enabled.

How to Capture a Screenshot for Troubleshooting

Capturing a screenshot helps our support team see exactly what you're experiencing. This reduces back-and-forth questions and speeds up issue resolution. Before taking a screenshot, navigate to the page where the issue occurs and ensure the URL bar is visible .

Please click **here** to view device-specific instructions, then attach the saved screenshot to your support case.