



Frequently Asked Questions on Technical Issues

WHY DO I NEED TO PROVIDE MY EMAIL ADDRESS?

Your email address is your "User Name" at www.nutextdirect.com. Please provide a valid email address. We don't sell your email or spam you. Your email address is how we communicate with you. If you are using a valid email address and not getting order status updates from us, please see "Why Am I Not Getting Email Notices of My Order's Status?" in this page.

WHY DO I NEED A PASSWORD?

When you register, the web site stores your name, address, email address, phone number, and provides a history of all of your past orders. It does not store your credit card. For the security of your personally identifiable information, a password is required to access the account. This is standard among online sites.

WHEN I TRIED TO REGISTER, THE WEB SITE INDICATED THE ACCOUNT ALREADY EXISTED, WHY?

The web site at www.nutextdirect.com is part of the Efollett network that is also used in over 800 Follett managed bookstores. There are two possibilities as to why you would receive this message:

1. You may have purchased books in the past for a different school and are already registered. Efollett has been online since 1995.
2. You may have registered already but did not purchase any books at that time. When you registered, it locked in your email address and the password used to access the account. Those same logon credentials need to be used each time.

WHEN I TRIED TO LOG ON AS A RETURNING USER, IT SAID MY USER ID OR PASSWORD IS INCORRECT, WHY?

The primary reason for this message is that the email address or password was incorrectly entered or typed. The User Name is not case-sensitive but the password IS case-sensitive. This message will also be displayed if you have not yet registered. Finally, if the password has been changed, the new password needs to be used.

WILL MY NATIONAL UNIVERSITY STUDENT ID NUMBER AND PASSWORD WORK ON THIS SITE?

No. Our web site, www.nutextdirect.com, is completely separate from National University and has different log on requirements. We are contracted by National University to serve their bookstore needs but we are not a part of the National University system. We cannot identify you by your student ID number.

WHAT HAPPENS IF I FORGET MY PASSWORD?

We cannot view, modify, or administer passwords from our warehouse. When you log on to www.nutextdirect.com, there is a link, "Forgot Your Password." You will be prompted to enter your email address that you registered as your User Name to the site, click "Send Password," and it will immediately and automatically send a temporary password to that email address.

Copy and paste the temporary password from that email message when you attempt to log on again to www.nutextdirect.com. Be sure to copy and paste only the password --- do not copy and paste any punctuation marks or extra spaces. You will then be required to change the temporary password to another password that you will remember. Once you click on Send Password, the previously used password has been eliminated. If you are having trouble getting the temporary password to your email address, please see "Why Am I Not Getting Email Notices of My Order's Status?" in this page.

WHAT DO I DO IF I GET A TEMPORARY PASSWORD AND I STILL CANNOT LOG ON?

In most cases, the temporary password is being typed in wrong. We recommend that you copy and paste the temporary password from the email to log on rather than type it. Please be careful not to include any punctuation marks, extra characters, or spaces.

If after trying the temporary password as described above and it is still not working, do not keep requesting one. Doing so will continue to eliminate the previously reset password and the account will become disabled. If you are having this problem, call us during business hours at (866) 243-0077.

WHAT DO I DO IF MY EMAIL ADDRESS CHANGES?

Since your email address is your User Name, if it has changed and you no longer have access to that email address, we recommend that you edit your account to show the new email address. Your past order history from your old email address will carry over when you edit your account to show your new email address.

WHAT DO I DO IF MY MAILING ADDRESS CHANGED?

When you log on with your email address as your User Name and password, you are taken to a screen that allows you to edit your address. If you are placing an order and the address has changed, please make the address change BEFORE you place the order. If not, the order will be sent to the wrong address. Changing an address does not retroactively change past or existing order information.

WHAT DO I DO IF THE SOAR PORTAL LINK IS NOT WORKING TO THE BOOKSTORE SITE?

The National University student portal (SOAR) is managed by National University rather than by us and the links to our site were set up by National University. Instead, the quickest resolution is to access our web site directly by typing in www.nutextdirect.com in your browser rather than accessing us through a link.

There can be several reasons for the link not to function properly and it could be a problem with a temporary internet file residing on your own computer that is interfering with the link. National University recommends that you clear your cache to resolve that issue. If after clearing your cache, the problem persists, please contact National University technical support to check into the link's functionality.

WHEN I TRY TO SELECT MY TERM, SUBJECT, CATALOG, OR CLASS IT DOES NOT ADVANCE, WHY?

The most likely reason is that the web site is being updated at the same time you are trying to select these same items. This usually lasts only a few minutes. If you are continuing to have this problem, try clearing your cache. If the problem still persists, call us at (866) 243-0077.

WHAT DO I DO IF THE WEB SITE SAYS "SORRY, PAGE IS UNAVAILABLE?"

Simply clicking on your browser's BACK button almost always fixes this situation and it will still hold all of the information from your previous actions intact.

DO YOU KEEP MY CREDIT CARD ON FILE?

No. Credit card expiration dates expire and many customers use different cards with different orders placed over time. When you order online or over the phone, the credit card is not stored on the web site and you will need to provide the card number, expiration date and credit card security number with each order.

HOW SECURE IS THIS WEB SITE and HOW DO I KNOW MY PERSONAL INFORMATION IS SECURE?

National University Text Direct uses 128-bit encryption SSL technology, which is among the best software available today for secure Internet commerce transactions. It encrypts all of your personal information, including credit card number, name, and address. In fact, most likely your National University Text Direct transaction is more secure than if you were to give your credit card to someone at a restaurant or to a stranger over the phone. National University Text Direct uses security measures to protect the loss, misuse and alteration of the information under our control. We are compliant with PCI (Payment Card Industry) standards.

DOES NATIONAL UNIVERSITY TEXT DIRECT SHARE OR SELL MY PERSONAL INFORMATION?

We do not provide any personally identifiable information about you to any third parties without your consent. The only exception are to those third parties have agreed to our confidentiality provisions and only use the information to help us operate the site, or as we are required by law to disclose such information.

HOW DO I KNOW MY ORDER WENT THROUGH OK?

When you complete your order online, you will receive a confirmation number as the last step of the ordering process. The number will begin as “96100000.....” If you do not have that confirmation, the order did not go through. Most often, the problem is that you still have one more page to go and have clicked out of the site before finishing the order completely. You can also know that the order went through by checking your email that you used as your User Name. Immediately upon confirmation of your order, an email is automatically sent containing the confirmation number and the details of your order.

HOW CAN I TRACK THE PROGRESS OF MY ORDER?

There are several emails that you will receive letting you know of your order’s progress.

1. “Your NUText Direct Inc Order” The order has been “received.” This means the order has been accepted by the web site and is confirmed as a successfully placed order and will have a web order number in the content of the email. This email is sent immediately after placing your order online.
2. The order has been “fulfilled,” “backordered” or “cancelled.” Fulfilled means we have completed the order and it is on its way to you.
3. Once an order has been fulfilled, another email will be sent providing a Fed Ex tracking number that links to the Fed Ex site for you to follow the progress of the package after it has left National University Text Direct.

All of these emails are automatically generated and are sent to the email address that you used as your User Name. They originate from ‘nutextdirect@bkstr.com.’”

You can also check on the status of your order by logging on to www.nutextdirect.com, going to “Your Account,” and view Order History.

WHY AM I NOT GETTING EMAIL NOTICES OF MY ORDER’S STATUS?

We have found the most effective way to be in contact with you is through email as we rarely can reach people over the phone and “phone tag” is ineffective for all parties.

There are two main reasons why you may not be getting our emails:

1. The emails are being sent to the email address that you provided when you registered. If the email address is invalid, obviously, the email will not get to you.
2. The emails are automatically generated and your email provider or internet software may be treating it as spam and filtering them or sending them into a junk, bulk, or deleted folder.

If you are not getting emails, it is not because we didn’t send it; instead, it’s that you’re not allowing ours to be received.

To correct this, we strongly encourage you to set your email up to accept the following address:

- Nutextdirect@bkstr.com

The following email addresses are manually sent from our Customer Service department.

- nutextdirect7@fhcg.follett.com
- nutextdirect8@fhcg.follett.com
- nutextdirect9@fhcg.follett.com
- nutextdirect10@fhcg.follett.com
- 0961mgr@fhcg.follett.com

The first email address, Nutextdirect@bkstr.com, is the main address that will send the automatically generated emails to track your order’s progress. It is also the email address that will send your temporary password if you

request one. If that email address is blocked, your temporary password will not get through and your account is inaccessible even to us.

Nutextdirect@bkstr.com is the email you should use to contact us as all of those emails are read and responded by management.

The other emails, from the “fhcg.follett.com” domain are from our Customer Service department to let you know of a refund we have accepted or any general communication we need to contact you about regarding your order.

We also do not respond to emails generated from Earthlink, PeoplePC, and others that require us to send a coded word through their system to allow our emails to pass through. We simply cannot respond to them in the required time and keep up with the volume of these requests.

Since each computer and email software is configured individually, we cannot provide technical assistance to walk you through your settings. Please refer those questions to your email provider, your internet security software provider, or your company email administrator.

WHAT IF I HAVE OTHER QUESTIONS?

You may contact us in Tempe, AZ by email at nutextdirect@bkstr.com or by calling us toll-free at (866) 243-0077. Our regular hours are Monday – Friday 8:00 – 5:00 and , for the week before and the week of the first day of class, we have extended hours of Monday – Friday 8:00 – 6:00 and Saturday 8:00 – 4:00 Pacific time (excluding holidays).