

Use this guide to get started with creating your Cengage account and activating your Cengage Unlimited Subscriptions!

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Read Before You Start

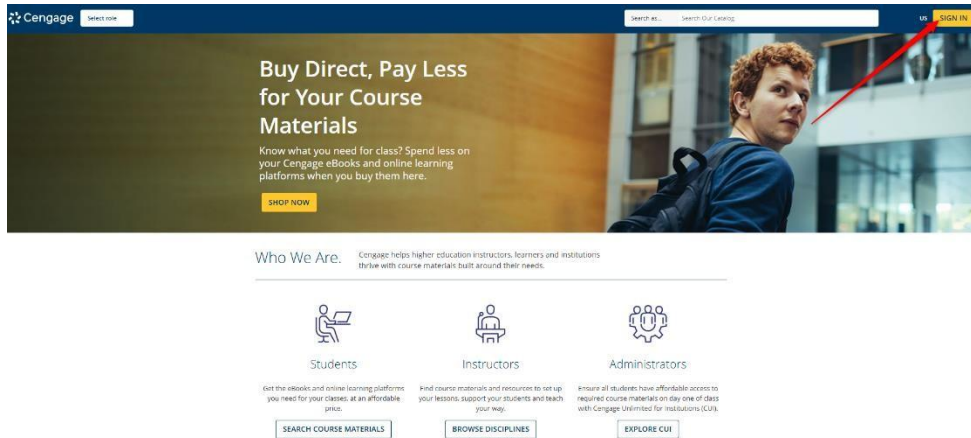
- **You should use your West Point provided e-mail address to register for your account. (If you took the Math Placement Exam through WebAssign, you already have a Cengage Account).**
- If you accidentally use your personal email, **DO NOT** create a new Cengage Account, you can add your West Point email to your account in the account settings on the top left.
- If you attended USMAPS, you **MUST** activate a new subscription. You can use your same credentials, **DO NOT** create a new account.
- You will receive two Cengage Unlimited access codes through the Cadet bookstore.
 - o Each code has a length of one year.
 - o You are going to apply both codes now, so you do not need to find the second code later.
 - o The subscriptions will not run at the same time; the second subscription will start when the first expires.
- If you already have a Cengage account, you can skip to page 4.

****Frequently seen issues are addressed at the bottom of the registration information. If you experience an issue, please check the issue list and troubleshoot **BEFORE** reaching out to your instructors. ****

Create your Cengage Account

1. Navigate to <https://www.cengage.com/>

2. Click “Sign-in” on the top right:



3. You will then be prompted to “Sign-in or Create an Account”. If you have an account, sign-in. If not, continue to “Create Account”.

The image shows the Cengage sign-in page. It features the Cengage logo at the top, followed by the heading 'Sign in'. Below this is an 'Email' input field with a red error message: 'This field cannot be left blank'. A blue 'NEXT' button is positioned below the input field. At the bottom of the form, there is a link that says 'Need help signing in?' and another link that says 'New user? Create Account', which is highlighted with a red arrow.

4. Select “Student”.

The image shows the Cengage user selection page. It features the Cengage logo at the top, followed by the heading 'What type of user are you?'. Below this are two blue buttons: 'STUDENT' and 'INSTRUCTOR'. A red arrow points to the 'STUDENT' button. At the bottom of the form, there is a link that says 'Returning user? Sign in'.

- Continue through the prompt filling in your name, email (West Point email), year of birth, and institution (search for “United States Military Academy, West Point, NY”).

Institution

MILITARY ACADEMY UNIVERSITY OF STELLENBOSCH (Saldanha)

United States Military Academy Preparatory School (WEST POINT, NY)

UNITED STATES MILITARY ACADEMY (WEST POINT, NY)

UNITED STATES MILITARY ACADEMY (Greenville, TX)

DELAWARE MILITARY ACADEMY (NEWPORT, DE)

- You will then need to “Activate” your account through the email sent to you.
- You can now enroll in any Cengage Courses (WebAssign, MindTap, CNOW).

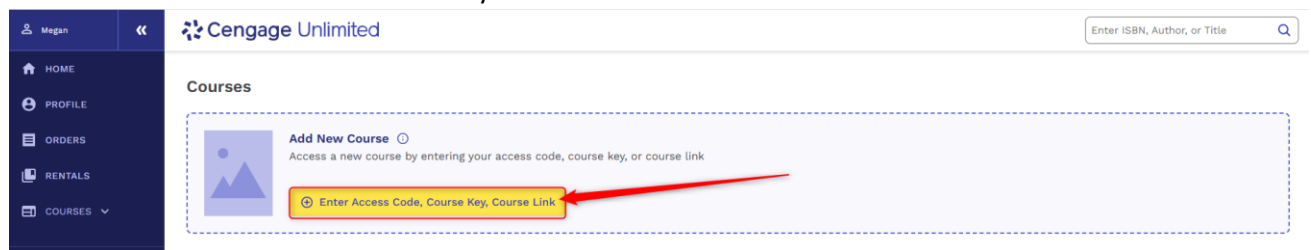
Apply Your Cengage Unlimited Subscriptions (Plebes and Yearlings Only)

1. You will want to locate the email from the Cadet bookstore inviting you to access your Digital Content Bookshelf.

NOTE: You are receiving 2 Cengage Unlimited access codes. You are going to apply both at the same time.

2. Log in to your Cengage account at <https://www.cengage.com/>

3. Click on “Enter Access Code or Course Key”:



4. Copy and paste your access code from your Digital Content Bookshelf to this box and hit “Activate Course”:

A screenshot of the 'Add New Course' form. At the top, there's a close button (X). Below it are three tabs: 'Access Code' (selected), 'Course Key', and 'Course Link'. A blue information box states: 'Purchased with Cengage textbooks or separately online. You've already paid for access.' Below this is a text input field labeled 'Enter your Access Code' containing the text 'samplesample123'. At the bottom is a large blue button labeled 'ACTIVATE COURSE', which is highlighted with a red arrow pointing to it.

5. Repeat this process for your second code.

NOTE: Apply both codes now so you do not have to come back and find the second code next year. The two subscriptions will NOT run at the same time. The second one will turn on after the first expires in 1 year.

Purchase Your Cengage Products (Cows and Firsties Only)

Getting Started with Cengage

[Click here for step-by-step directions for accessing your Cengage course.](#)

Once you open this link, you will:

1. Select the specific Cengage product you will be using (MindTap, WebAssign, or CNOWv2). If in doubt, ask your instructor.
2. Select Canvas. If your instructor has not integrated their Cengage course with Canvas, you will select "Not Using an LMS." Ask your instructor if you are unsure.
3. Answer No to the question about whether your course materials are included in your tuition.
4. Follow the video and/or written instructions for accessing your Cengage course.

Getting Started Tips and Common Errors

- If your instructor has integrated your Cengage course with Canvas, you MUST access your Cengage course for the first time through your Canvas course. If you are asked to enter a Course Key and one has not been provided to you, this is an indicator that you did not go through Canvas!
- If you purchased your course materials through the bookstore, you will be given an Access Code, which is like a gift card number. When accessing your course, there will be a link you can click to enter this Access Code.
- If you are purchasing directly through us, you will be given the option to purchase just your text or a subscription to Cengage Unlimited. If you have more than one course using Cengage products this semester OR if your instructor is using multiple texts for one course, it will be more economical for you to purchase Cengage Unlimited!

Maximize Your Purchase Via Cengage Unlimited

If you are a Cow or a Firstie and more than one of your courses uses Cengage products, you may want to consider purchasing a [Cengage Unlimited Subscription](#), as this can help you save money on textbook costs. This subscription gives you access to:

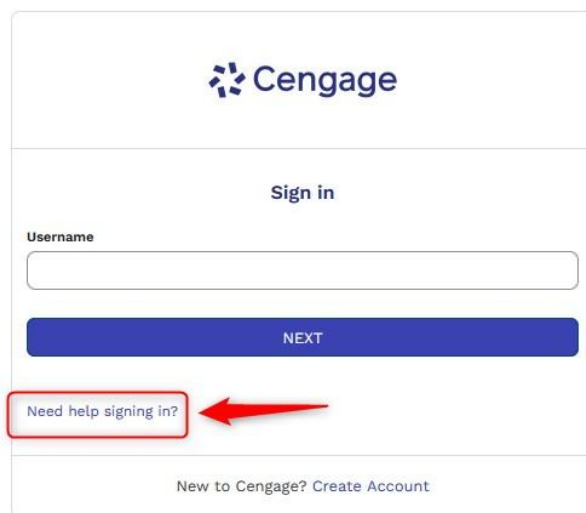
- All of [Cengage's Learning Platforms](#) (MindTap, WebAssign, and CNOWv2)
- Thousands of [Cengage eBooks](#), regardless of your course enrollments
- Up to four hard copy textbook rentals (just pay shipping and handling)

Cengage Unlimited can be purchased as a 4-month or a 12-month subscription. A 4-month (one-semester) subscription is \$169.99. A 12-month subscription is \$244.99.

Frequently Seen Issues

I know I have a Cengage Account, but I forgot my password?

You can reset your password by going to <https://www.cengage.com/> and clicking “Sign In” on the top right. Then click “Need help signing in”:



I am trying to create my account/log in/access a Cengage course and I am getting a white screen or 404 error?

This indicates that you need to clear your cache & cookies and/or change browsers. If clearing your browsing data does not work, try another browser before reporting an issue, this solves 95% of problems. The preferred browsers are Chrome, Firefox, and Edge.

How to clear cache/cookies by browser:

- [Clearing cache/cookies in Chrome](#)
- [Clearing cache/cookies in Firefox](#)
- [Clearing cache/cookies in Edge](#)

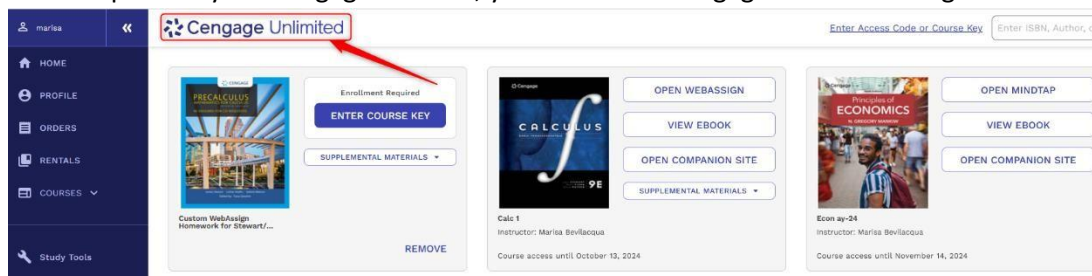
I somehow made two Cengage Accounts and activated my subscription on one account and enrolled in my courses on the other?

Contact the Cengage Student Support team via one of the following methods. Be sure to include the two email addresses and explain that you need everything merged into your USMA account. This team will be able to get everything onto one account.

- **Phone:** 800-354-9706
- **Online:** [24-7 chat for access questions and support and create a ticket](#)

I am seeing a “Temporary Access” notice on my course?

1. You have not activated your Cengage Unlimited Subscription. You can tell if you have activated your subscription, because on the top left of your Cengage Account, you will see a “Cengage Unlimited” flag:

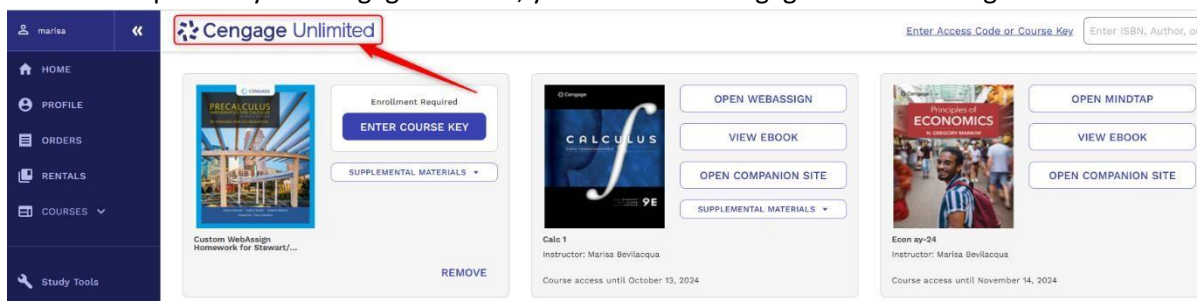


If it just says Cengage, you need to follow the steps in the instructions to activate your subscription. --AND/OR--

2. WEBASSIGN SPECIFIC: If you see the Cengage Unlimited Flag, it means that you may have enrolled in your WebAssign Course BEFORE activating your Cengage Unlimited. Please allow up to 24 hours for the systems to recognize your subscription before reporting the issue.

I am unable to access my eBook and am getting prompted for payment?

You have not activated your Cengage Unlimited Subscription. You can tell if you have activated your subscription, because on the top left of your Cengage Account, you will see a “Cengage Unlimited” flag:



If it just says Cengage, you need to follow the steps in the instructions to activate your subscription.

Getting Help With Cengage

Join Our Virtual Student Office Hours

Student Office Hours are available at the start of each semester to allow students to get live, instant help. Fall 2026 Student Office Hours details are below:

- August 17-September 18, Monday-Friday 11:00 am-5:00 PM ET
- There are no Student Office Hours on Labor Day - Monday, September 7
- [Click here to join Student Office Hours](#)

Contact Cengage Support:

Cengage Support is available throughout the entire semester and can assist you as you are getting started with your course and/or with any challenges you encounter along the way.

- **Phone:** 800-354-9706
- **Online:** [24-7 chat for access questions and support and create a ticket](#)
- **Facebook and/or X (Twitter):** @cengagehelp

When you reach out to Support, be sure to:

- Have your computer open so that the Cengage Technical Support team can remote in.
- Know what course materials your professor is requiring.
- Be able to access your Learning Management System account.
- Allow for pop-ups, do not block them. Cengage content opens in a new tab or window. [Click here to enable pop-ups.](#)
- Use preferred web browser Firefox, Chrome, or Edge to optimize our products.
- If you do not feel your issue has been resolved by the Cengage Technical Support team, forward your case number to your professor, so they can loop in your local Cengage rep for further assistance.

Access Cengage Support and Training Resources for Students

[Click here to access Cengage student support resources](#). This includes help guides and student-facing training videos for each of our platforms.

Tips For Student Troubleshooting

The following links can help you resolve common troubleshooting needs:

- [Check Cengage Platform System Status Here](#) if you suspect a system-wide issue/update!
- [System Check](#) to ensure you're set up to successfully access your online learning platform.
- [How to enable pop ups in your browser](#) since failure to do so is a common source of errors.
- [How to clear cache & cookies](#), as this basic troubleshooting step resolves many errors.