

West Academic Study Aids

Frequently Asked Questions

What is West Academic Study Aids?

- An online subscription-based service that provides electronic access to hundreds of study aids.
- You can add notes, highlights, or bookmarks to your study aids, and you can search and filter on these markups.
- You can create a list of "favorite" study aids for easy access.
- You can also view books or listen to audio titles offline.

How do I access West Academic Study Aids?

If your law school library provides your subscription, access is generally available through a link on your law school library's web page. Alternative, you can go directly to subscription.westacademic.com.

If you're on your school network, you can generally browse the collection without creating an account or signing in. If you're not on your school network, or if you want to take notes and highlights or read offline, then you need to create an account.

If you purchased your subscription on the West Academic store (store.westacademic.com), you get access when you sign in at subscription.westacademic.com.

I'm signed in, but I get an error saying I need a subscription. What's wrong?

If you're a student and your law school library provides your subscription, we need to verify your school email address before you can read books on the site. Follow these steps:

1. Go to subscription.westacademic.com.
2. Sign in (or create an account, if you haven't already done so).
3. In the top right, click **Hello Firstname Lastname** and select **My Account** from the drop-down list that appears.
4. On the **My Account** page, in the **My School/Organization** section, enter your school email.

If you already provided your email address and you see a message that email verification is pending, click to resend the verification email.

5. Check your email and click the link in the email we send. The link opens a page where you sign in, and access is turned on.

If you need help, contact Customer Service at 1-877-888-1330 (option 4) or support@westacademic.com.

What content is available?

Content includes study aids from West Academic Publishing, Foundation Press, and Gilbert, including:

- Overviews—provides an overview of a subject area; helps reinforce class discussion and professor lectures.
- Outlines—helps you organize and understand legal rules and concepts covered in class.
- Case Briefs—helps you identify and understand the key takeaways from the cases you read in your casebook.
- Hornbooks/Treatises—makes great reference guides, citing landmark cases, statutes, and articles.
- Exam Prep—helps you prepare for exam questions and contains answers and explanations.
- Career Guides—start planning now for your legal career and get help with all aspects of your job search.
- Academic Success—get the most of law school with these titles.
- Audio lectures—listen to audio lectures anywhere and at your convenience.

Note: If your access is provided by your law school, the content available will vary based on the subscription level purchased by the school.

What subscription terms available?

Subscription lengths are as follows:

- 3 Months
- 6 Months
- 9 Months
- 12 Months
- Month-to-Month—Your month-to-month subscription will automatically renew and bill your credit card each month. You may cancel at any time.

My school purchased West Academic Study Aids for its students. How is this subscription different from an individually purchased subscription?

If your subscription was provided by your school, the functionality is the same as the product available for individual purchase, but the amount of titles in the subscription may differ depending on the subscription level selected by the school. If you purchased the subscription on your own, you always receive the subscription level that includes all available titles.

Can I review content before I purchase a subscription?

Yes. You can use the browse and search functionality to peruse the library. However, you cannot read the books until you purchase a subscription. If you have not subscribed, you can activate a free trial offer at store.westacademic.com/studyaidsub/.

Can I cancel my subscription?

Dissatisfied customers can request a refund. If a cancellation request is granted, users will be granted a pro-rated refund. They will be required to pay for the balance of the current month and will

have access for the balance of the current month. To cancel your subscription, please contact Customer Service at 1-877-888-1330.

How will I be billed, and when does billing start?

A credit card must be used for purchase, and a one-time payment is billed to the card covering the length of the subscription. The subscription access starts at the time of the purchase.

Can I stop and restart my subscription?

We are unable to freeze your subscription. Once activated, the subscription will run the length of the term that was selected at the time of purchase.

Will my notes still be there if I end my subscription and start up again at a later date?

Yes. Your notes and other mark-up will be there if you re-subscribe at a future date using the same credentials.

Can I print material?

Yes. You can print unlimited pages from the browser view of a book. In the eReader that supports highlighting and note taking, you can print up to 90% of any book, though not in a single session. Within any session you can print up to 5% of a book.

Can I copy and paste material?

Yes, in the browser view of a book.

Can I add notes and highlights?

Yes. You have these options:

- Copy as much book text as you want from the browser into your own document, then add notes or highlights.
- Navigate to a book, click the Browse Book tab, click to open any section of the book, and then click the **Add Notes or Highlights** button. Add notes or highlights in the e-Reader that opens.
- You can also make notes or highlights in an offline version of a book.

Can these products be viewed on a mobile device, such as an iPad® or iPhone®?

Yes, except for the flash cards.

Can I read books offline?

Yes:

- On mobile devices you can read books or listen to audio titles using the West Academic Library app.
- On Windows or Mac laptops you can read offline using the offline desktop apps.

For more information about these apps, see the [Read Offline](#) page.

I installed the West Academic Library app on my phone, but it doesn't show any books. Why?

To make a book appear in the West Academic Library app you must first, in the browser view of a book, mark the book for offline use. Specifically:

- Sign in at subscription.westacademic.com.
- If you are at a school that provides your subscription and have not yet created a West Academic account, create an account following these steps:
 1. Click the link your school provides or go to subscription.westacademic.com.
 2. At the top right, click **Create an Account**.
 3. Follow the instructions that appear.
- Click to open any book, then click the **Available Offline** checkbox that appears in the shaded header in the top part of the page.
- When you sign in to the app using your West Academic username and password, books you marked for offline viewing appear in the app.

If you need help, contact us at 1-877-888-1330 and select option 4 or email support@westacademic.com.

Can free trial users download books to the West Academic Library app?

No. The West Academic Library app functionality (downloading and reading books offline) is not available during a free trial.

Is there a limit to the number of books that I can download to the app at one time?

You can download up to 30 titles at a time.