

Hello Professor Thearle,

Thank you for contacting Cengage Technical Support.

I spoke to you earlier today about your students having access issues. I apologize that it took me so long to get this email to you, but wanted to make sure you had the directions to pass to the students so that they could utilize their eBook more fully. Below you will find the directions for the student's to change their CengageBrain passwords:

**Changing Your CengageBrain Password:**

1. Go to the CengageBrain website - <https://cengagebrain.com/>
2. Click on the **Log in** option at the top of the screen and login to your account.
3. Once in the account, Select **My Account** from the blue navigation bar.
4. You can change your password on this page, passwords must be between 6 -17 characters long, contain 1 capital letter, 1 lower case letter, and at least 1 number.

I also told you I would include directions to turn off the pop-up blocker so that student's can access their eBooks and use ReadSpeaker. I'd also advise that you tell each of the students to run the system check as well before moving forward by clicking on your name in the top right and select "System Check".

**Turning off the Browser's Pop-Up Blocker:**

**Windows Users:**

**Firefox/Chrome Users:**

- In Firefox or Chrome, select the three dots or hash marks in the top-right corner of the window and navigate to settings
- Scroll to the bottom of the page and click on the fine blue print reading **Show advanced settings...**
- Find the **Privacy** heading and select the **Content settings...** button underneath it
- Approximately 1/3 of the way down the window you will see **Pop-ups**; select **Allow all sites to show pop-ups**
- Select **Done**

**Internet Explorer Users:**

- In Internet Explorer, click on the gear icon in the top-right corner, and select **Internet options**
- Navigate to the **Privacy Tab**
- Toward the bottom of the window, you will see **Pop-up Blocker**; uncheck the box next to **Turn on Pop-up Blocker**
- Select **Apply**
- Select **OK**

**Mac Users:**

- Click on **Safari** in the top-left of the window
- Click **Preferences** from the menu
- Navigate to the **Security** tab on the top row
- Under **Web Content**, uncheck **Block pop-up windows**