

CRM Knowledge

[IK] - Trouble Locating Old Book Companion Sites

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Article Number

000034223

Publication Status

Draft

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2/17/2021, 12:57 PM

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0



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Question:

What should I do if I am unable to locate an Instructor Companion site for our college textbooks?

Answer:

It is not uncommon for older and out of print titles to have their companion sites hidden by the product team. This would cause the BCS link to be removed from the title landing page on wiley.com. Sr. Support is able to look these links up. If you encounter an issue where the BCS appears to be missing for a college textbook, then ask on Teams if someone can look it up or escalate to Sr. Support.

Information

Version Comments

Title

[IK] - Trouble Locating Old Book Companion Sites

Summary

URL Name

IK-Trouble-Locating-Old-Book-Companion-Sites

Submitters

Case

Request Archival

Tags

product technical support, Book Companion Site, BCS, Instructor Companion Site

Approvers

Visible In Internal App

Visible In Public Knowledge Base

Visible to Customer

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Cases

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Knowledge Manager Approval Process (/lightning/r/04h0W00000DQQOwQAP/view)

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Actual Approver:[Ian Hays \(/lightning/r/005d00000053x80AAI/view\)](/lightning/r/005d00000053x80AAI/view)

Comments:I had to create an internal knowledge article on this topic already for Jacob. The internal knowledge article can be found below.

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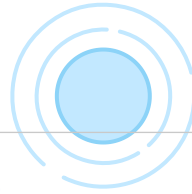
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