

# UNG BOOKSTORE FAQ'S

## GENERAL:

- **When is Financial Aid Available to use in the stores?**
  - Financial Aid is available the week prior to the first day of the semester and the first week of the semester. Financial Aid can be used on online orders and in store purchases.
- **Who can I email a question to in the bookstore?**
  - [ung.bookstore@ung.edu](mailto:ung.bookstore@ung.edu)
- **What will I need my Student I.D for in the bookstore?**
  - You will need your student I.D to pick up any online order, Dual Enrollment, or to use your Financial Aid.
- **What if I need a Scantron or Blue Book and the store is closed?**
  - The bookstore maintains a supply vending machine on all four campuses and offers Scantrons, Blue books, and other supplies.
- **Return Policy**
  - You will be given a bookmark that has the return dates for your textbooks and the return policy is on the bookstore website. The return date for the textbooks will be on top of the receipt.

## UNG TECH:

- **Why should I buy a laptop from the UNG Bookstore?**
  - All of the laptops we offer are UNG IT Approved. They meet or exceed specifications a student would need for classes here at UNG.
- **How do I find and purchase Laptops from the UNG Bookstore?**
  - We have laptops available on our [ungbookstore.com](http://ungbookstore.com) website and in store as well.
- **What warranties are available on the Dell Laptops you sell?**
  - You can get either a 1 year or 3 year warranty. One key difference is that the 3 year warranty covers accidental damage such as spills, drops, etc and the 1 year does not.
- **What kind of tech accessories do you sell?**
  - We have webcams, keyboard and mouse combos as well as cables/adaptors. All of these are available on our website or in-store.

# TEXTBOOKS:

- How do I find what textbooks are required for my classes?

## Step 1: Log into UNG BANNER WEB

Enter your username and password

A service has requested you to authenticate yourself. I

 Username    
Password

## Step 2:

Click on the student tab



Next click on  
Nighthawk Course Scheduler

Student



Then click on View Class Book List

**NEW: View Class Book List**

## Step 3:

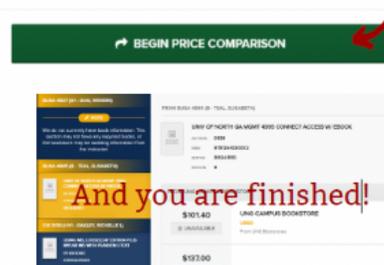
Click on Continue



Click on the blue here

View your complete book list **here**

## Step 4: Click the green button



- Are all textbooks rentable?

- Not all textbooks are rentable. If the textbook is available to rent you will see this option on the website.

- What if my syllabus says a book is required, but it is not listed on the website?

- If the book is not listed then it will not be available in the bookstore.

- What if my class requires an access code or a lab manual, can I purchase a used one?

- No, access codes and lab manuals are to be purchased new only.

- What is Inclusive Access?

- If your course states Inclusive Access, you will get first day access to the course materials through D2L. You will be charged on your student invoice, and pay this through the business office. The cost for IA is the cheapest option, but you will have the opportunity to opt out.

- What is the difference between "Required", "Recommended", and "Optional" textbooks?

- If your course states Inclusive Access, you will get first day access to the course materials through D2L. You will be charged on your student invoice, and pay this through the business office. The cost for IA is the cheapest option, but you will have the opportunity to opt out.

# MAIL ORDERS:

- **When can I pick up my online order?**
  - You will receive 2 emails. The first email is the confirmation that your mail order went through the system, and the second email is when the order is ready to pick up.
- **Do I need any form of ID to pick up my online order**
  - You'll need your student ID to pick up any mail order?
- **Can I return my online order at any Campus?**
  - Yes, you can return your online order at any campus with a receipt.
- **What kind of tech accessories do you sell?**
  - We have webcams, keyboard and mouse combos as well as cables/adaptors. All of these are available on our website or in-store.
- **Do I get a tracking for my shipped order?**
  - Yes, we do provide shipping on mail orders. You'll have to email [Ung.bookstore@ung.edu](mailto:Ung.bookstore@ung.edu) to obtain your shipping information.
- **How do I cancel my order?**
  - You will need to send an email to [ung.bookstore@ung.edu](mailto:ung.bookstore@ung.edu) with your order number.
- **Can I buy my textbooks with Financial Aid?**
  - Books can be brought online with financial aid. The financial aid payment options is made available the week prior to classes beginning, and the week of classes.

## Did we answer your question?

If you have any additional questions, please feel free to contact us.

**Dahlonaga**

706-864-1635

**Gainesville**

678-717-3636

**Oconee**

706-310-6372

**Email: [ungbookstore@ung.edu](mailto:ungbookstore@ung.edu)**