

## Q. I can't get into Live Text.

A. If you cannot get into Live Text please review the following:

1. Have you purchased a Live Text account? If you cannot purchase an account using a credit card, you can purchase a key code to open an account at the ASU Bookstore. If it is not convenient for you to come to the ASU Bookstore you can call 870-972-2058 and ask to speak to the manager and order a Live Text key code, which will be shipped to you.
2. Have you forgotten your username and/or password? If so, please go to the Live Text homepage <https://college.LiveText.com/> and click on Forgot username/ password to retrieve this information.
3. Has it been more than 5 years since you have purchased Live Text? After 5 years your Live Text subscription expires and you will need to renew it. You can do this by logging into your Live Text account, (see number 3 if you forgot how to log-in) and you will automatically be prompted to renew. Here it will give you options for the duration of your renewal period. You may also renew your account before your membership expires by going to the My Account Section in Live Text. If you have problems renewing your account please call the number at the bottom of this page.
5. Do you have an account from another school? If you had an *active* Live Text account from another university you can change your account to Arkansas State University – Main Campus without having to purchase a new copy. For detailed instructions, visit the appropriate link on the Live Text Support webpage.

If you are still unable to log-in after purchasing Live Text and correcting your information under *my account* it is probably a technical problem and you can contact **Live Text Telephone Technical Support @ 866-548-3839**.