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I haven't received an activation email to enable my account. Can you help me?

If you have registered and haven't received an activation email to enable your account, check your Junk email first. If you still haven't received it and it has been over 20 minutes since you

registered your account with us, please [contact us](#) and we will look into your issue.

I have forgotten my password. What should I do?

If you have lost your password and you are unable to login, click on [Forgot your password?](#) , below the login from, and follow the instructions. If within the next 20 minutes you don't receive an email with instructions, please [contact us](#) and we will look into your issue.

I can't remember my username. Can you find it for me?

If you can't remember your username, click on [Forgot your username?](#) , below the login from, and enter the email address you used to register your account. If you no longer have access to that email account, if you don't receive an email with your username, or if you have an issue with the token provided, please [contact us](#) and we will look into your issue.

How should I look for the exercise files or data files I need to use your book?

If you are unable to find the exercise files, please check these step-by-step [instructions](#) . Remember to enter the ISBN number of your book without any spaces but including every dash. Also, don't type "ISBN" in the search box. If you are still unable to find them on our website, please [contact us](#) and we will try to find them for you. We don't currently offer downloadable files for books that support software older than Office 2003, MYOB v16 and Windows XP, and training packages previous to BSB07, FNS04, ICA05 and TAA04. If you have any of these older editions, and you need the files, please [contact us](#)

Can exercise files and data files be downloaded free of charge?

Yes! We provide links to the exercise and data files required for each book, and these files can be downloaded for free.

From the day I place my order online, how long will it take to dispatch the books?

The processing and dispatching time may vary depending on the time of the year, but we usually advise our clients to expect a processing time of between 5 to 7 working days.

I have found a glitch on your website or wrong information. Do you want to know about it?

Yes, we appreciate your feedback. Please [contact us](#) and we will process your input and take action if appropriate.

My question is not on this list! Can you help?

If you have a question that is not in this *Frequently Asked Questions* list, please [contact us](#) and we will try to answer it.