

Cengage Customers

Frequently Asked Questions – Covid-19

With companies closing their offices due to the COVID-19 situation, will this impact my access to the Cengage digital platforms and resources?

No. You still have the same access online to our resources anywhere, at anytime. The COVID-19 pandemic is not causing any negative impact on the products or services that we provide. We are prepared to handle the increased usage that may occur during this time.

What training resources does Cengage have to support instructors and students as universities shut down and move to online learning environments due to COVID-19?

<https://www.cengage.com/training/> provides training videos, webinars, LMS guides, best practice, quick start guides and more. If you can't find what you're looking for [contact us](#) direct to speak to your Learning Consultant.

What sort of teaching and resources does Cengage have available to support instructors as universities shut down and move to online learning environments due to COVID-19?

We can match our digital platform or digital resources such as eBooks to your course and enable you to teach online, allow your students access to learning resources and you can keep track of their progress using the analytics and data available on the platform.

We also have instructor materials you can use to deliver a course, such as lecture PowerPoint slides, test banks, solutions to problems and more you can access to. Sign up or login to access resources [here](#).

Will my students need to pay for access to Cengage digital platforms during this health crisis?

Access to our platforms (MindTap, SAM, OWLv2, CengageNOW and WebAssign) is free until June 2020. [Contact us](#) for more information, to set you up with access or to provide more information.

Can I post Cengage instructor teaching materials onto my LMS?

You can post PowerPoint slides to your LMS, but you cannot post problem solutions or instructor manuals to your LMS.

Will there be more resources to help me teach online?

Yes. We are preparing more resources as the situation evolves and as we learn more about how we can support our customers through this challenging time. Our [customer support web page](#) will be updated with the additional resources.