UMASS GLOBAL — School *of* Extended Education

LIVE TEXT FAQ

Q **What is the cost of LiveText and when will I be charged?**

A It is a one-time charge of $145 assessed at the beginning of the program.

Q **Where can I retrieve my LiveText keycode?**

A You can retrieve the code from Self-service on the first day of your first class.

Financial Aid Student Portal
Access Financial Aid Status, Get Documents, Review Awards

View LiveText
View LiveText
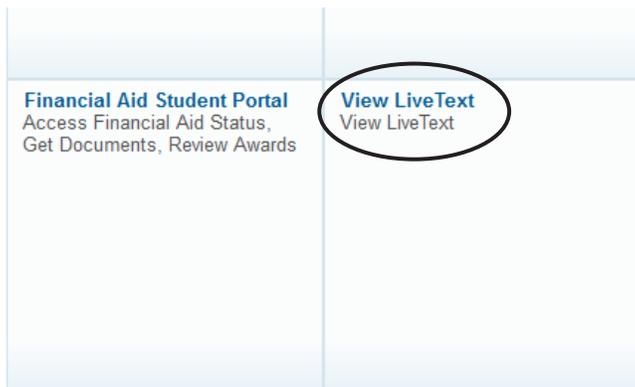
Click here for more information

Q **Where/how do I activate my LiveText account?**

A Go to www.livetext.com.

LIVETEXT by Watermark™

Demo   Visitor Pass   Login | Register | Buy
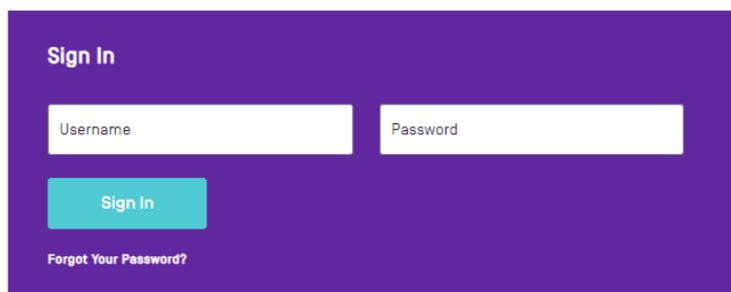
Sign In

Username

Password

Sign In

Forgot Your Password?

Q Is a refund available for the LiveText fee?

A LiveText is a non-refundable charge. Once you sign up for a course, the charge will be on your account. Even if you drop the course for any reason, you still need to pay the LiveText fee.

Q I paid for LiveText directly. How can I get the charge reversed from my UMass Global account?

A You will need to provide UMass Global with a proof-of-purchase. Email a copy of your proof-of-purchase to k12academic@umassglobal.edu with your UMass Global ID number. We will process the reversal. **However, if you activate the code UMass Global provided, we will not be able to reverse the charge.**

Q How do I contact support for LiveText?

A You can email support@livetext.com or call 866-548-3839

Q Is LiveText the online textbook for the course?

A LiveText is not the textbook for the course. LiveText is where you will post signature assignments and portfolio work specific to assignments identified within each course.

Q Why can't I see my class in LiveText?

A Blackboard is the Learning Management Systems (LMS) used by UMass Global for course interaction and LiveText serves as a platform for uploading signature assignments and portfolio work.

Q I already purchased LiveText from a previous program; do I have to pay again?

A The code is good for up to 7 years after the activation date. It can be used for other programs if it is within the 7 year period.

Q If my LiveText expired, do I need to purchase it again for $145?

A It can be renewed for a smaller fee. You can do so by going to www.livetext.com directly.

Q My UMass Global username and password does not work on LiveText.

A LiveText is a separate platform and you will need to use the username and password created when you activated your LiveText account.

Q How do I submit my assignment and view my results?

A Click here for more information.