

Textbook FAQ's

Q: I am retiring at the end of the school year and a new person will need a log in for Textbook Loan Service, how do I get things started?

A. Go to the Textbook Loan Services dashboard to access the Non Public User Authorization Form. Please fax the completed form to our office.

Q: How do I know what types of books I can order using the textbook loan money?

A: The Textbook application dashboard has a link to the NYSED Textbook Loan Law. Refer to Section I - THE DEFINITION OF TEXTBOOKS UNDER THE TEXTBOOK LOAN LAW.

Q: How do I delete a student who has a status of Pending, Rejected, or Approved?

A: Pending - go into the student information by clicking on the students name and the click the delete button. Rejected - due to an incorrect home district, change the home district and save, this will place the student back to a pending status, which will enable the delete button for the non-public school to either enter the correct home district or delete this student. Approved - call Textbook Services, and as long as there are enough textbook funds remaining on the non-public schools matrix to cover the student, the student will be deleted.

Q: How do I order a book that is not in the system?

A: On the dashboard of Textbook Services, find the "Textbook Import". Use the "Textbook Import" to fill in the Vendor, ISBN and the Title of the textbooks. Then email to Textbook Services. Textbook Services will go to the vendor for current prices and then load the information into the Textbook system.

NOTE: If this is a vendor which is not already in the system, please make sure to send the new vendor's contact information (vendor name, contact name, and phone number).

Q: What if I forget my password?

A: Select the "forgot password" link at the bottom right hand side of the page. This will bring you to the eboces login page. Enter your email address and select "forgot password". Answer the security questions and reset your password. You can also contact the WNYRIC Service Desk for assistance.