**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.

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

**A** Go to www.livetext.com.

**Click here for more information**

---

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

**A** Go to www.livetext.com.
Is a refund available for the LiveText fee?

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.

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

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.**

How do I contact support for LiveText?

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

Is LiveText the online textbook for the course?

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.

Why can’t I see my class in LiveText?

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.

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

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.

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

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

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

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

How do I submit my assignment and view my results?

Click here for more information.