

Changing Your University in Live Text

If you had an active Live Text account from another university you can change your account to Arkansas State University – Jonesboro without having to purchase a new copy.

Instructions

1. Login to Live Text.
2. Go to the support@livetext.com link at the bottom right hand corner of any page within Live Text.

The screenshot shows a Mozilla Firefox browser window displaying the 'Account Information' page for a Live Text account. The browser's address bar shows the URL 'https://c1.livetext.com/misk5/myinfo'. The page content is organized into several sections, each with an 'Edit' button:

- Standard Sets:** Includes a list of selected sets such as ACEI, AECT, ALA, AR, AR-ASU, AR-ECE, AR-LA-2002, AR-MA-2005, AR-NTS, AR-PLBT, AR-SC-2006, AR-T, AR.MATH.2005, CEC, CEC-ADV-2009, CEC2002, COFC, ELCC, ELCC2001, INTASC, INTASC-TREVECCA, IRA, ISLLC, ISTE, ISTE-NETS-, ISTE-IF, ITEA-CTTE, MENC, MENC1, MTS, NAEYC, NAEYC2001-IN, NAEYC2002-ADV, NASP, NASPE, NASPE2002, NBPTS, NCATE, NCSS, NCTE, NCTE-S, NCTM, NCTM-S, NETS-S, NETS-T, NMSA, NMSA2001, NSES-S, NSES-T, NSTA, TESOL.
- Member Information:** Fields include Birthday (invalid), Gender (not set), Ethnicity (not set), Occupation (not set), Primary Email Address (dmaness@state.edu), and Time Zone (not set).
- School Information:** Fields include Faculty ID (not set), School Email Address (not set), and Faculty Role (Other).
- Contact Information:** Fields include Name (ASUJ Administration), Home Address (not set), Home Phone (not set), Home FAX (not set), Work/School Address (not set), Work Phone (not set), and Work FAX (not set).

At the bottom right of the page, a red arrow points to the email address support@livetext.com. The footer of the page contains the copyright notice: © 1997-2009 LiveText, Inc. All rights reserved.

- Fill in the information in the form that pops up.

Under “Your Institution’s State,” and “Your Institution” use your previous school’s state and school name.

Under “Subject” select “Updating Account Information.”

collegeLiveText edu solutions™

Email LiveText Support

Do you need help?

Please fill out the form below to contact our support staff.

First name:

Last name:

Email:

Confirm Email:

Username:

Your Institution's State: [— Select State —]

Your Institution: [— Select Institution —]

Subject: Updating Account Info

Provide a detailed explanation

Subject dropdown menu options:

- [— Select Subject —]
- C1
- Buying/Registering/Activating
- Login/Username/Password
- Creating/Editing/Typing/Formatting/Etc.
- Uploading Images/Attaching Files
- Inserting LiveText Links or Other Web Links
- Using Standards
- Using Resources
- Constructing/Manipulating Pages and Sections
- Sharing/Exchanging/Setting Permissions
- Viewing/Opening/Accessing
- Reviewing/Assessing as Reviewer or Reviewee
- Forms
- Organizing/Filing/Labeling
- Updating Account Info**
- Reporting/Tracking
- Getting Designated Features/Roles
- Training/Learning/Getting Help
- Other

Copyright © 1997-2009 [LiveText Inc.](#)

Done

4. Type in the following message:

My Live Text account is currently associated with <previous institution's name> . I am now a student at Arkansas State University Jonesboro. Please change my institution to Arkansas State University Jonesboro. Thank you!

collegeLiveText edu solutions™

Email LiveText Support

Do you need help?

Please fill out the form below to contact our support staff.

First name: *

Last name: *

Email: *

Confirm Email: *

Username: *

Your Institution's State: [— Select State —] v *

Your Institution: [— Select Institution —] v *

Subject: Updating Account Info v *

Provide a detailed explanation of the problem you are experiencing. *

My Live Text account is currently associated with <previous institution's name> . I am now a student at Arkansas State University Jonesboro. Please change my institution to Arkansas State University Jonesboro. Thank you!

Copyright © 1997-2009 [LiveText Inc.](#) All rights reserved. Contact us at support@livetext.com

Done

5. Finally, click on the “send message’ button.