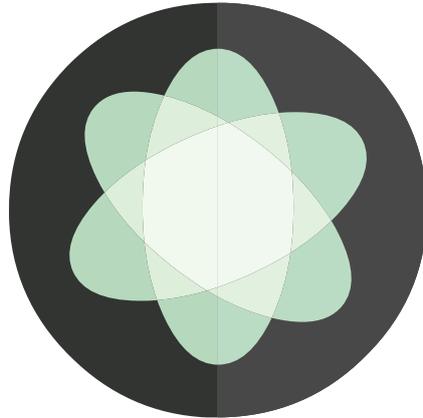


# Empathy Parent Manual





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## Overview

### What is Empathy?

Empathy is an online tool from IT School Innovation (ITSI), designed to help schools, publishers and parents manage, order and authenticate eBooks online.

With Empathy:

- Publishers can upload, validate and encrypt eBooks;
- Schools are able to browse eBook lists online and pre-select the eBooks that they prefer to use in their schools; and
- Parents can access, select and purchase the eBooks pre-selected by the school.

In order to access Empathy, parents have to register as a user on the portal before they can login.

### How to Order Books

You will need the following in order to register:

- A valid email account
- A credit card from one of the major banks. Details can be found at: <https://www.payfast.co.za/>
- Your child's miEbooks username and password that he/she received at school. For support, please contact (012) 941 1546.

To order and pay for eBooks online on the ITSI system requires the following steps:

- Browse to the ITSI eBook portal (Empathy).
- Register on the system and login with your registration details.
- Link your account to that of your child or children.
- Select your child/children's eBooks from the pre-selected list of eBooks on the Empathy system.
- Confirm your eBook selection.
- Pay for your eBooks using our secure payment portal.

Details on each of these steps is provided below:

## Getting Started: Registration and Login

### Registration for New Users

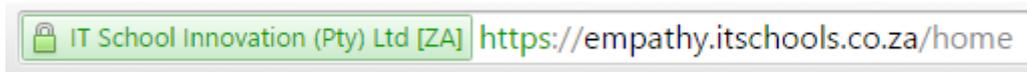
*This section is only for parents who have never registered to purchase books on Empathy before.*

To get started on Empathy, open your browser. Empathy supports the latest versions of **Mozilla Firefox**, **Google Chrome**, and **Internet Explorer 11**.





In your browser's address bar, copy the following address: [empathy.itschools.co.za](https://empathy.itschools.co.za). The browser will automatically complete the rest of the address information as in the image below:



## Account Creation

To register your account, select **New Users/Parents**, if you are a new user.

**New Users/Parents**

If you are the parent/guardian of a learner in a new ITSI school or you need to buy eBooks on behalf of a learner (your child) for the first time, click here to register an account.

Once you have selected New Users/Parents, you will be taken through a 4-step process to create an account and link yourself to your child/children.

### 1. Introduction

It is very important that you have your child/children's login details for miEbooks available when you are creating your account. These login details will comprise of a username and a password. Your child/children's login details will not be used to register an Empathy account; this information will be used to **link** your account as a parent to your child/children and will ensure that your child/children are able to open their eBooks.

### 2. Empathy Account Details

On this page you are required to fill in your details as the buyer of your child/children's ebooks. These details include first name, last name, a username that you will use to log into Empathy in the future, your email address and a password. Each field has clear instructions as to what these details will be used for.

**Please note that the username and password that you fill in here does NOT have to be the same as your child/children's username.**

First Name	Your first name. We'll use this in emails and when processing payments
Surname	Your surname. We'll use this in emails and when processing payments
Username (case sensitive)	This is the name you'll use to log in with
Email Address	Please use a valid email, because we will email you important information about your purchases
Password (case sensitive)	Don't use the same password as your other online services
Confirm password (case sensitive)	To make sure you typed your password in correctly



### 3. Link ITSI School Accounts

This is where you link yourself to your child/children and their respective school(s) using the username and password which the school has supplied you/your child with. This username and password is the same username and password that your child will use for the miEbooks application.

Please take note that the username and password IS CASE SENSITIVE. Please ensure that you use the correct details.

**ITSI School Account Details**

School  
Choose school

Username

Password

Link ITSI School Account

You will be notified once you have successfully linked yourself to your child.

- 1. Introduction
- 2. Empathy Account Details
- 3. Link ITSI School Accounts
- 4. Complete

All done! You can now begin using Empathy. For convenience, you have already been signed in. You can now start [buying books](#).

Do you need to add a **VAT number**, or change your account details? Do so on your [Account Settings](#) page.

If you didn't add any ITSI school users during registration, you can do so at any time on your [ITSI School Accounts](#) page.

See your purchase history, including the tokens for book activation and links to download invoices, on your [Purchase History](#) page.

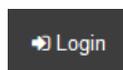
### Logging in to an Existing Account

*This section is only for parents who have already registered to purchase books on Empathy before.*

To login to your account you will either select **Existing User** or **Login** if you already have a username and password.

Existing Users

Click here to login if you already have an Empathy account, or if you are a publisher or school representative.



You will then enter your username and password and click **Login**.



Please enter your login details below. Note that all details are case sensitive.

Username

Password

[? Forgot your password?](#)

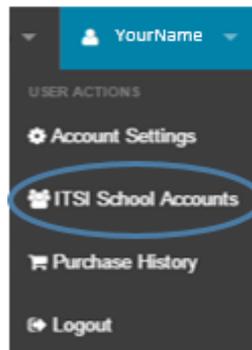
[🔑 I want to enter a password reset token](#)

Log In

If you have forgotten your password, please click on the ***Forgot your password?*** link to reset it.

## Linking Additional Accounts

To check that your child/children's account linked successfully or if you need to add other children: Click on your name in the top right-hand corner, then select ***ITSI School Accounts***.



The Learner details that are linked to your account will show in the Manage ITSI School Accounts page once it loads.

To add another account, simply click on the ***Add ITSI School Account*** button.

Add ITSI School Account

Select a school, and enter a child's username and password, then click ***Link Account***.

### NOTE:

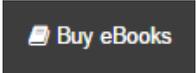
- You will require your username to reset the password.
- The reset password token will be sent to the latest email address saved on your account.

A screenshot of a form titled '+ Add ITSI School Account'. It contains three input fields: 'School' with a dropdown menu showing 'Choose school', 'Username', and 'Password'. At the bottom, there are three buttons: 'Create another' (with a checkbox), 'Link Account' (in green), and 'Cancel'.

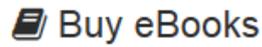


## Buying Books

After logging in, click on **Buy eBooks** at the top right-hand corner of the page.



The Buy eBooks page will load with all books available for the learner accounts linked to your account.



Here you will see all of the books that have been ordered by your child/children’s school(s). **It is very important that you are aware of which child is selected when you are choosing books to purchase.** The selected child will be linked to the books that are being selected, so please ensure the correct books are selected for the “active” child.

By default, only the books chosen by the “active” child’s school will appear and be available for purchasing.

If you have multiple learners linked to your account, you will be able to select each learner, one at a time, on the right-hand side using a drop down menu. If you only have one account linked, then that account will automatically be selected.

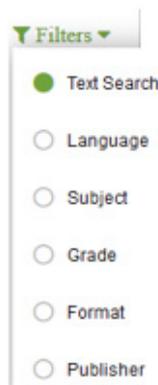
The Image below provides an explanation of the details shown for each book:



## Filtering Books

You are able to **Filter** the books, to assist you in finding specific books.

The filter options are on the left above the books displayed.





## Selecting Books

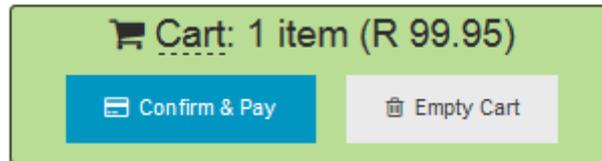
Once you have identified the books you need to purchase, click on the books to select them. The book will get a Cart tag in the corner once it has been selected.



Select all of the books that you need to purchase for your child/children.

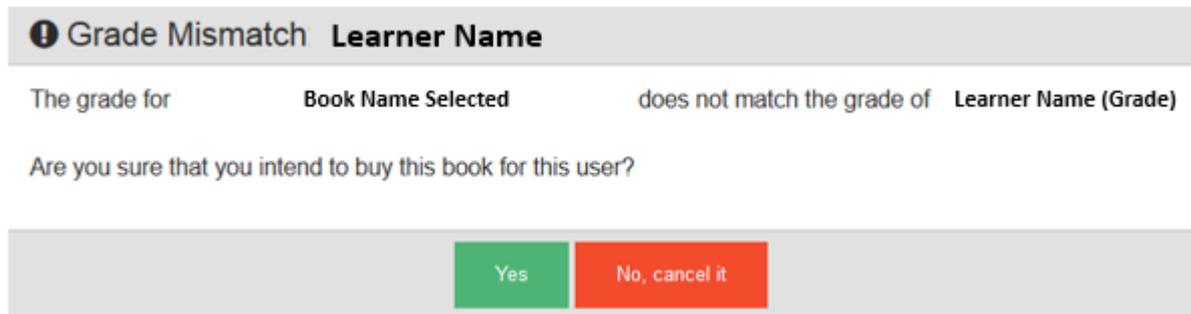
In the top right-hand corner, the Cart will indicate the number of books selected and the total cost of all of the selected books.

You can hold your mouse cursor over the Cart to display a summary list next to it with the books selected.



### NOTE:

If you select a book that does not match the Grade of the Learner selected, you should get an error message (example shown below). You are able to accept that the Grade differs and purchase the book, or you can remove the book if you've made in incorrect selection.



## Removing Books from Selection

If you added books that you do not need to purchase, then you can remove them by clicking on the book again.

The Cart tag will be removed to confirm the book is no longer selected.

Another option would be to hold your mouse cursor over the word Cart in your Cart in the top right-hand corner. You can then click on the red cross next to the book name to remove it from your cart.



## Confirm & Pay

Once you have selected all of the books, you can proceed with payment by clicking on the **Confirm & Pay** button in your Cart.



The Book Purchase Confirmation window will open.



Check that the details are correct before you proceed.

If everything is correct, click on the **Make Payment** button.



You will be redirected to the payment portal for Empathy.

Your Order will be displayed with the details of all of the books, for each learner that you have selected books for.

This will be the last opportunity to confirm that you have selected the correct books for the correct child/children.

The below image provides an explanation of the details provided in the Order Summary:

Product	Total
Ebooks purchased on Empathy	Cost
Number of Books	
Name of book @ Cost of book	
For Child from School Name	
<b>Order Total</b>	<b>Cost</b>

## Paying for eBooks

From the Your Order page, click on **Pay Now**.



Payments are made via PayFast, a secure online payment portal. Please follow the steps that are provided. For detailed instruction on how to use the PayFast portal, please refer to their website at

<https://www.payfast.co.za/b/std/payment-methods>.

Once the payment has been made, you will be redirected back to Empathy.



## Purchase History

If you would like to view your purchase history on Empathy, click on your username in the navigation bar and select **Purchase History**.



From the Purchase History page, you will be able to view the status of purchased books, download an invoice and activate books manually. Details for each of these options are provided below:

### View Book Purchase Status

Purchases will have one of the following statuses:

- **Complete:** this means the purchase has been completed successfully.
- **Pending:** this means that confirmation of payment for the purchase has not yet been received by Empathy. This can occur for several reasons, including payment via EFT. This does not necessarily mean that the payment has failed. If your payment persists as Pending for an extended time, please contact ITSJ for assistance.
- **Failed:** this means that the purchase did not complete, usually due to payment failure.
- **Cancelled:** this means the purchase was cancelled by the user.

### Download Invoice for eBooks Purchased

To obtain an invoice for your book purchases, click on the Action gear icon under the **Action** heading. Select the PDF option on the right, which shows **Download Invoice** when you hold your mouse cursor over it.



Follow the prompts provided to save or view the PDF Invoice.

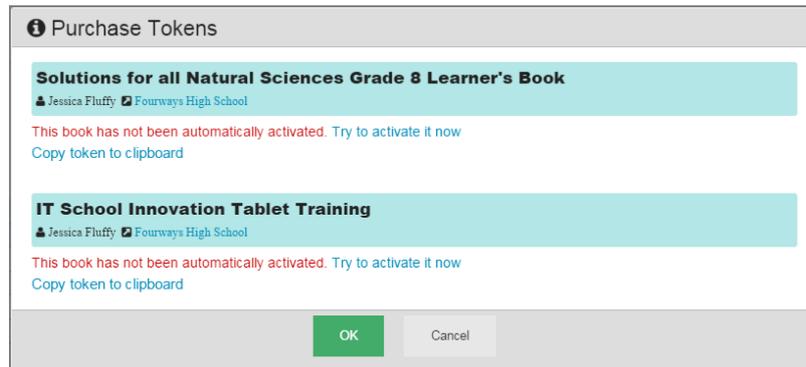
### Activate Books Manually

If you wish to unlock the books for downloads, click on the unlock icon and the Purchase Tokens window will open where you can activate the books.

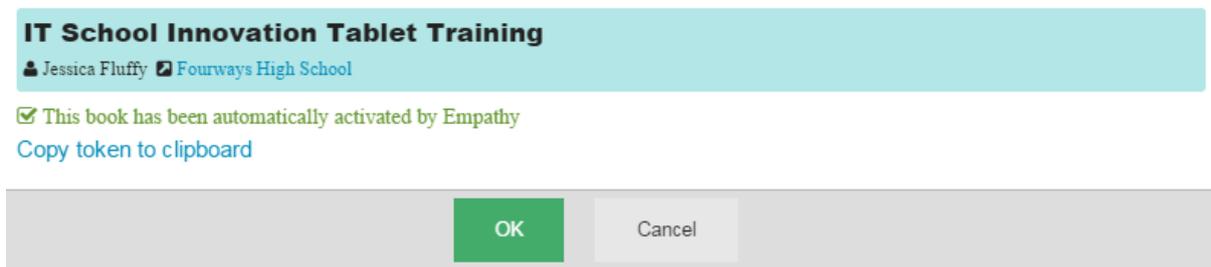




Select **Try to activate it now** and your books should be activated for download if they were not automatically activated.



If a book has been automatically activated, you will see the message below:



If you have followed the above steps and you are still having trouble activating your books, please send an email to [activation@itschools.co.za](mailto:activation@itschools.co.za) with the following details:

- Empathy username
- Learner username
- The name of the book.

An ITSI support person will be in contact to assist you.

## Account Settings

Your account settings include the name, surname, email address and password which you have used to create an account on Empathy. If you wish to change your password, you can do it here. You may also enter a VAT number, if you have one, which will reflect on your invoices.

You can access the Account Settings in the menu when you click on your name in the top right-hand corner.