Does Easy English News offer a digital version?
YES! Beginning with the September 2020 issue, Easy English News is now available in digital form. Big Timber Media will host it, although you order it from us, as usual.

What does the digital version cost?
The cost for digital accesses is the same as the cost for print copies. shown below:

*Prices are per access per month.*

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Cost per Access</th>
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<tbody>
<tr>
<td>1 copy</td>
<td>$4.50</td>
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<tr>
<td>2-3 copies</td>
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<td>4-9 copies</td>
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<td>10-14 copies</td>
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<td>15-19 copies</td>
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<td>100-199 copies</td>
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<td>200-499 copies</td>
<td>$1.30 each</td>
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<tr>
<td>500+ copies</td>
<td>$1.10 each</td>
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</table>

I am looking for the PDF version you had on your website in the spring. Where is it?
Those are no longer available. Posting these was a temporary solution to the school shutdowns in the spring. We now offer a digital version of Easy English News through Big Timber Media that you pay for through us and access through Bigtimbermedia.com.

Is the digital version printable?
No. The new version is view-only.

What devices use the digital version on?
The digital version can be used on all devices, including cell phones, but is best seen on larger screens like tablets, laptops, and desktops.

Can the digital version be screen shared?
Yes! You can screen share the digital version of Easy English News just like you would screen share any other website or document.

How can I order the digital version?
There are several ways to order. If you are using a credit card, you can order it at our website here: [https://www.elizabethclaire.com/products/easy-english-news-digital-edition#een-scroll](https://www.elizabethclaire.com/products/easy-english-news-digital-edition#een-scroll)
You can also call us at 888-296-1090 to place an order over the phone and pay by credit card. If you’d rather pay with a check, you can mail us your order to Easy English News, 2100 McComas Way, Ste 607, Virginia Beach, VA 23456. And we accept purchase orders via email at esl@elizabethclaire.com, fax at 757-430-4309 or by mail at the address above.

How does the digital version work?
Once you place your order, we let Big Timber Media know to create a digital account for you. This process takes 3-4 business days. Once complete, we email you the link you need along with your login information. You can then access your Big Timber Media account and your first issue will be available for viewing.
Do I get the digital version free if I order the print version?
No. Each version must be ordered separately. This is because we pay Big Timber Media to create your digital account and to host the issues you order.

Can I combine my print and digital quantities to get a discount?
Print copies and digital accesses cannot be combined. We consider them to be separate orders and we process them separately. This is because we pay Big Timber Media to create your digital account and to host the issues you order.

How many months do I need to order to get the digital version?
The minimum order is 3 months. You can also order as many as 10 months. We publish September – June.

How many accesses do I need to order?
You will need to order one access per user.

Do each of my students get a different login?
The administrator can choose to assign a different username and password to each student, or they keep the same username and password for everyone.

Do you need my student’s email addresses to give them access to the digital edition?
No. We will only need one email address, and that is the email of the person you have assigned to be in charge of your digital account. We do not collect or store any student data.

If some of my current students leave, and I get new students, can the new students use the same accesses my old students were using?
Yes. You purchase a certain number of accesses to be used at any given time. It does not matter who the users are, the accesses are transferable.

How many students can access the digital version I purchase? Is there a limit to how many I can get?
You order one access per user. You will need to purchase an access for each one of your users, whether it’s 1 user or 1000 users. There is no limit to how many accesses you can purchase.

Can you tell me which of my students have logged in to our digital account?
No. We do not collect or store any student data.

I ordered the digital version of Easy English News but can’t find how to login on your website.
Our digital version is not available on our website. It is hosted by Big Timber Media; you can only access it using the link and login information we email to you after you order. You will get that email within 3–4 business days after you order.
Can I use a PO to order the digital version?
Yes! You can use a PO to order the digital version, but you cannot use a PO on our website. Instead, email the PO to esl@elizabethclaire.com, fax it to 757-430-4309, or mail it to us at: Easy English News, 2100 McComas Way, Ste 607, Virginia Beach, VA 23456.

I ordered yesterday but I haven’t received access yet.
It will take 3-4 business days before you receive an email from esl@elizabethclaire.com with the link to your Big Timber Media account and the login information you need to access it.

How do my students get access?
When you order, give us the name and email of the person in charge of your digital account. Once your digital account is created, we will email that person the general use username and password for your program. Each user you purchased access for will use this same login information to access your Big Timber Media account.

How long will I have access to the issues I’ve ordered?
You will keep all of your access to previous issues through August 1, 2020.

Can I switch from print to digital? Or vice versa?
Yes. If you are receiving Easy English News in one form, and want to switch to the other, just give us a call at 888-296-1090 and we will switch you over for the next available month. Our printing process works a month ahead. Let us know as soon as possible.

How will I know when my digital subscription ends?
Right now we do not have a way to automatically alert you when your digital subscription is ending. Please make a note when you order of your last month. You can renew at any time, even before your subscription has ended, which is preferable so there is no lapse in your subscription. Otherwise, you will know your subscription has lapsed if you log in and do not see your next issue.

Where do I access the Teacher’s Guide, Cloze Exercises, Audio Recordings, and Videos on Big Timber Media?
Big Timber Media digital accounts only contain the issues of Easy English News. All supplementary teacher aids are only available on our website, www.elizabethclaire.com. Hover over the “Teacher Aids” heading on the homepage and a drop down menu will appear with all the options.

Who do I call when I have issues or questions?
If you have a technical issue, problems logging in to Big Timber Media, or using the digital version, call (952-232-6657) or email Big Timber Media (customerservice@bigtimbermedia.com). If you have issues or questions regarding orders, payments, or help with www.elizabethclaire.com, call or email Elizabeth Claire Inc.