

Subscriptions - Frequently Asked Questions

For more information on Frequently Asked Questions, please visit our [Learning Commons FAQ website](#).

Which Subscriptions Offer Lesson Plans?

Many of our subscriptions offer lesson plans. Go to [Subscriptions with Lesson Plans](#) to find information about accessing lesson plans in our subscriptions.

What Do Subscriptions Cost?

All subscriptions are free to Enrolled HCOS patrons. See below for a list of subscriptions available to registered patrons. Any other subscriptions which need a curriculum budget billing will need to be processed through the Purchasing Department and are not offered through our Learning Commons.

Can Families Purchase Subscriptions with Their Curriculum Budget?

Yes, families may purchase subscriptions using their curriculum budget AS LONG AS they do so through the purchasing department. The curriculum order form for that purpose can be found on parents' home page in Encom under "Curriculum Resources".

There will be no reimbursements for purchases which have not been done by the purchasing department.

What If the Subscriptions Login Does Not Work?

When the subscriptions login doesn't work for some reason, these are the things to try first:

1. Try clearing your browser cache. Your computer may have saved a "broken link." If it does that, it won't matter how often you try to log in; you won't get there because your computer keeps reverting to the wrong link. Type "clear cache" into your search bar and follow the instructions for your browser.
2. Check that you are not adding an extra 'blank' space at the beginning or the end of your username or password. Make sure they are located at the very beginning of the space allowed, and that your cursor is at the end of the password, no extra blank space.
3. Check whether your username or password has upper and lowercase letters; some subscriptions are case-sensitive.
4. Try using a different browser to access the subscription. If you usually work in Google Chrome, try using Internet Explorer, Safari or Firefox. Most Subscriptions seem to work better in Google Chrome.
5. You can always try to reboot your computer. Turn everything off, wait thirty seconds, and turn it on again.
6. You may be using an outdated password. Check [the Search Portal](#) to ensure you are using the most recent password.
7. Finally, waiting a few hours or a day and then trying it again sometimes works!

If you're still having trouble, please email Margaret at margaret.basaraba@onlineschool.ca Don't give up!!! We promise it will be worth your while!

Can Students Use Subscriptions in the Summer?

Yes, students are welcome to continue using their subscriptions through the summer. Please note that the passwords will be changing for the upcoming school year in July, except Tynker, which closes down during the month of July. Parents will need to check the [Search Portal](#) for the new passwords in order to continue logging in. Using the "Search Portal" link, click on "Subscriptions" and enter using the Encom username and password.

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