

VCE Educational Resources Frequently Asked Questions

Search

Difficulty Locating a Particular Publication or Resource

If you are having difficulty finding a particular publication, here are a few tips that will help you with your search.

1. If you know the resources title, number, or the author's name, start by entering one of these identifiers into main search field on the home page or in the search field in the upper right corner.
2. If you do not know any specific identifiers for the resource, then enter a keyword for the topic that you are looking for into the search field. For example, if you are looking for information on growing tomatoes, type tomato or tomatoes into the search field. You may get varying results, depending on your spelling.
3. If you if you are not getting the results you expected, try entering an alternative spelling or a different keyword.
4. Make sure that you are searching from the home page or from the search box in the upper right on subsequent pages. Use the search on the left to search within search results.
5. If you enter a keyword and get results that don't seem correct, it is probably because the search has picked up a partial spelling of the keyword. For example, if you type in the word **mole** into the search, you will get a couple of entries, but neither is about moles. These two entries were identified by the search because there are words in the publications' description that include mole, such as guacamole and molecules.
6. If you still aren't getting the expected results, try **clearing your web browser cache**. Your computer may be stuck on previous results and preventing new results from appearing.
7. If you are certain that you have seen a particular publication on the website in the past and it is still not showing-up in the search results, please contact VCEresources@vt.edu. We can check the status of the publication. VCE has a five-year review policy for all resources. If the author requested the resource to be discontinued or if the author did not review the resource, it was likely removed from the site.

Accounts and Passwords

Creating an Account

1. Click **Log In**.
2. Click **Register**.
3. Fill out the information.
4. Click **Browse Image** to upload a photo (optional). To upload your own photo, click **Browse** to search your computer (optional).
5. Click **Create Account**.

Benefits of Creating an Account

Creating an account allows you to keep all Educational Resource email notifications in one convenient location, save resources you find beneficial, review previous orders, and manage your account profile.

Password Requirements

A password must contain alphanumeric characters with minimum of 12 characters long. A password should not contain spaces, * and + special characters.

Username Requirements

Your username must be a minimum of 8 characters long. The prefix VCE- will automatically be added.

Verification Email Not Received

Verification emails can take up to 48 hours to arrive in your inbox. If you cannot find your verification email:

1. Check your spam/junk folder.
2. Confirm that you are checking the correct email account.
3. Confirm that your email service is functioning. Have a friend send a test email, and make sure it comes through. If you are not receiving emails, contact your email service provider.
4. If you still cannot find the email, please email vceresources@vt.edu and let us know. We will be glad to assist you.

Using the Site as a Guest

You can use the site as a guest, but you will not be able to access the notification center, save resources, review previous orders, save favorites, or manage your profile. To create an account, click **Log In** located in the upper right corner of the on [VCE Resources Website](#) homepage. Click **Register** to create an account.

Problems Logging in

If you are unable to log in because you forgot your password:

1. Click **Log In**.
2. Click **Forgot Password?**
3. Enter the email address you use to log in to the site.
4. Click **Submit**.
5. You will receive an email with instructions for resetting your password. If you do not receive an email, make sure you check your email junk folder.
6. If you still cannot log in, please email vceresources@vt.edu and let us know. We will be glad to assist you.

Changing Your Password

If you forgot your password and cannot log in:

1. Click **Log In**.
2. Click **Forgot Password?**
3. Enter the email address you use to log in to the site.
4. Click **Submit**.
5. You will receive an email with instructions for resetting your password.

If you are already logged in and want to change your password:

1. Click on **My Profile**.
2. Click **Change Password**.
3. Enter **New Password**.
4. **Re-enter Password**
5. Click **Save**.

Updating Contact Information

To update your first name, last name, street address, email address or profile photo:

1. Click **Log In**.
2. If prompted, log in to your account.
3. Click **My Profile**.
4. Fill out the information.
5. Click **Save**.

Account History

1. Click **Log In**.
2. If prompted, log in to your account.

Reviewing Your Notifications:

1. Select a message to review by clicking the on the message. A blue check mark will appear on those messages selected.
 - a. To open, click **View**.
 - i. To close, click **Close**.
 - b. To forward click **Forward**.
 - i. Enter **Email**.
 - ii. Click **Send**.
 - c. To flag, click **Flag**.
 - d. To delete, click **Delete**.
 - i. Click **Yes, delete it!** or **No, Keep it!**.
 - ii. Or you can delete several notifications at once
 1. Select messages.
 2. Click **Delete Tab**.
 3. Click **Yes**, or **No**.
2. You may filter your notifications by using the **Show All** or **Show Flagged** tabs.

Reviewing Your Order:

1. Click **Orders**.
2. Click **Order Details** for detailed information and receipt options.

Viewing Your Favorites

1. Click **Favorites**.
 - a. Select your **Categories of Interest**.
 - b. Select your **Areas of Interest**.
 - c. Set your **Preferred Location**.
 - d. Select your **Communication Preference**.
 - e. Click **Save** when complete.

Viewing Your Saved Items

1. Click **Favorites**.
2. Click **Saved Items**.

Viewing Your Item Notifications

1. Click **Favorites**.
2. Click **Keep Me Notified List**.

Logging Out of Your Account

1. Click **Account Icon**.
2. Click **Logout**.

Payments and Promotions

Credit Cards

You can make payments using American Express®⁵, Visa®⁶, MasterCard®⁷, and Discover®⁸.

Gift Cards

We do not sell or accept gift cards.

International Orders

International orders can be made on most digital products. We do not ship products internationally.

Declined Payment

If your payment has been declined, please confirm that you entered the correct card number, expiration date, billing address, and phone number. The billing address and phone number must match what is associated with your card. If all the information was entered correctly and the payment is still declined, contact your bank to make sure there are no issues with your account.

Payment Not Showing Up on Extension Account

If your order is not showing up on your VCE Education Resources account, you may not have finished the checkout process. First, check your shopping cart. If the item is still in your cart, then you have not completed the checkout process. Also check your email for a receipt and your bank account for a transaction. If you do not have a receipt or a transaction, you most likely did not complete the checkout process. If you feel this is incorrect, please email vceresources@vt.edu and let us know. We will be glad to assist you.

Payment Not Showing up on Bank Statement

If your payment is not showing up on your bank statement, confirm that you are checking the account you used to make the purchase. Once you confirm your account, make sure you completed the checkout process. Confirm that your item is not still in the shopping cart and that you received an email receipt. If you complete all of these steps and still feel that you completed a transaction that did not go through, please email vceresources@vt.edu and let us know. We will be glad to assist you.

Checking Out

Once your cart is full:

1. Click **Cart**.
2. Click **Checkout**.
3. Click **Continue Checkout**.
4. Click **Submit**.

Viewing Your Receipts

After you check out, a receipt will be emailed to you. To view your receipts through the site:

1. Click **Log in**.
2. If prompted, log in to your account.
3. Click **Orders**.
4. Find the order for which you want to view a receipt and click **Order Details**.

Receipt Missing

If you completed an order but did not receive a receipt:

1. Check your spam/junk folder.
2. Confirm that you are checking the correct email account.
3. Confirm that your email service is functioning properly. Have a friend send a test email, and make sure it comes through. If you are not receiving emails, contact your email service provider.
4. If you still cannot find your receipt, please email vceresources@vt.edu and let us know. We will be glad to assist you.

Discount Codes

To apply a discount code during the checkout process:

1. Enter the **Promotional Code**.
2. Click **Apply**.

Request a Refund, Exchange, or Cancellation

If you would like to request a refund, exchange, or cancellation, please email vceresources@vt.edu.

Shipping

Shipping Cost

Shipping costs are dependent on the weight of the item(s) and the quantity you order. You will receive an accurate quote for the shipping cost prior to completing your purchase and during the checkout process.

International Shipping

We do not ship items outside the United States.

Delivery Schedule

You will receive a tracking number via email once your order is placed. Most deliveries will take place during normal business hours on weekdays.

Shipping Status

Once your order has shipped, you will receive an email with a tracking number and a delivery estimate.

Order Did Not Arrive

If your order has not arrived, please track the package with the carrier to find out if it is listed as “delivered.”

If your package is listed as having been delivered, but you cannot find it, log in to your VCE Educational Resources account to confirm that you sent the package to the correct address. If it is listed as “delivered” and was sent to the correct address, check various places around the delivery location for the package or a notice from the carrier stating the package is available for pickup elsewhere. If you still cannot find your package, contact the carrier and reference the tracking number. You can also email vceresources@vt.edu to let us know. We will be glad to assist you.

Although our delivery estimates are usually accurate, they are not guaranteed. If you think your item has been lost in the mail, please email vceresources@vt.edu and let us know. We recommend waiting 2 to 3 business days after the estimated delivery date before assuming an item was lost in the mail.

Item(s) Arrived Late

We apologize if your package arrived outside of the estimated delivery date. Although our delivery date estimates are usually accurate, they are not guaranteed. To report a late delivery date, please email vceresources@vt.edu.

Security and Privacy

Privacy Policy

Please refer to Virginia Cooperative Extension's [Privacy and Legal Statements page](#).

Account Accessed by Someone Other Than Account Owner

If you believe someone has accessed your account without your authorization, change your password immediately and then check your order history to confirm that nothing was purchased on your behalf. If there is an order you do not recognize, please visit the Contact Us form and let us know. We will be glad to assist you.

Password May Have Been Shared

If you believe your password may have been shared, change your password immediately and then check your order history to confirm that nothing was purchased on your behalf. If there is an order you do not recognize, please visit the Contact Us form and let us know. We will be glad to assist you.

Supported Devices and Browsers

Our website can be accessed on most desktops, laptops, and mobile devices, and through most up-to-date browsers.

Contact Us

If you have a question or comment, please email vceresources@vt.edu and let us know. We will be glad to assist you.

Visit Virginia Cooperative Extension: ext.vt.edu

Virginia Cooperative Extension programs and employment are open to all, regardless of age, color, disability, gender, gender identity, gender expression, national origin, political affiliation, race, religion, sexual orientation, genetic information, veteran status, or any other basis protected by law. An equal opportunity/affirmative action employer. Issued in furtherance of Cooperative Extension work, Virginia Polytechnic Institute and State University, Virginia State University, and the U.S. Department of Agriculture cooperating. Edwin J. Jones, Director, Virginia Cooperative Extension, Virginia Tech, Blacksburg; M. Ray McKinnie, Administrator, 1890 Extension Program, Virginia State University, Petersburg.

2021

VCE-1042NP

Last revised 8/10/2021