

Academic Writer Troubleshooting

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There are 2 common messages students receive from Academic Writer:

"...we cannot verify your subscription"

- This means you're trying to access Academic Writer by a bookmark, or another way that is not through the IWU portal.

"...your account has expired."

- This is telling you that you've timed out of your session. The program times out after it's been idle for about 20 min. We have asked Academic Writer to extend the time, but they won't.

Both of these issues are resolved by following the steps below:

Go to your course

Look up at the top of your course and click on the ROUND GREEN Course Menu icon.

Now, scroll down to COURSE DASHBOARD, if necessary, and click on it.

Now scroll down to IWU RESOURCES and click on it

Scroll down a little until you see

Academic Support & Resources

- **APA Resources**
 - [Academic Writer \(formerly APA Style CENTRAL\)](#)

CLICK on the Academic Writer (formerly APA Style Central) link and login as you normally do.

We know this is awkward, but please go this way every time to avoid problems. Academic Writer's page cannot be bookmarked or added to your browser's favorites; you must log in through your course each time to login and utilize it correctly.

Here is a link to a short video that shows you how to login, as well:

https://media.indwes.edu/media/Accessing+Academic+Writing+through+Brightspace/1_lf223w3l

You may also need to clear your browser's cookies/cache. If you are unfamiliar with how to do this, please see our IT Knowledgebase tutorials here:

https://kb.indwes.edu/Apps/My_Computer/Web_Browsers/Clear_Temporary_Internet_Files

If you still get the “unable to verify your subscription” message even after using the above steps, you may need to contact Academic Writer support directly: **800-374-2722**.

Please let us know if you need anything else, and we hope you have a great day! You can call Off Campus Library Services toll-free at 1-800-521-1848 or email ocls@indwes.edu.