Instructions for Online Customer Support

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Online Customer Support (OCS) is free for all registered Baker & Taylor customers. However, you will need to do a couple of things in order to access your accounts through this service. If you have already completed any of the following steps, just move on to the next one. All OCS registrations are part of the BTOL.com website registration process.

STEP ONE:
You must be registered with the Baker & Taylor website (www.btol.com).

- Go to www.btol.com.
- On the left side of the home page is a box labeled "LogIn".
- If you have previously registered for BTOL.com, you can login to the site by entering your e-mail address and password into those Login fields.
- If your Login is accepted, this part of the screen will change to a welcome message.
- If your Login is NOT accepted, one of the following messages may appear:

"Invalid Password" Click on the "Forgot your password?" link on the right. It will take you to the "Password Reminder" page where you will be requested to provide some additional information to assist in matching your login to your profile. If we find a match, your password will be emailed to you.

"Invalid E-mail address and password" You will need to begin the registration process by clicking on "New? Register Free here!" found in the blue column on the right of the page. Go to Item # 3 for further instructions.

STEP TWO:
Access To Online Customer Support (OCS).

If you had previously registered for B&T Link Online or School Select, your OCS profile has already been established and activated. You can verify this by logging into the BTOL.com website.

- After logging-in to BTOL, you will get a "welcome" message.

- Then, select Online Customer Support from the "Links" drop-down box located at the top right of the page or in the Quick Links area on the left-side of the BTOL.com website.

- This should take you directly to the main page of Online Customer Support.

If clicking on the Online Customer Support link takes you to the "Login" page, this means that you need to complete the registration process for the combined access to Online Customer Support and either B&T Link Online or School Select.

- Read the text on the "Shop Online" page carefully.

- Scroll down to the bottom of the page and click the "Register Now" button.

- This will take you through a series of pop up screens that will request additional account information needed to properly link your login to your unique B&T accounts.

- Please note that you will need to have an active account with Baker & Taylor. You will also be requested to provide your SAN.

- Additional information about SANs can be located in "Help" by clicking on the "?" in the upper right corner of each pop up screen. Institutional accounts can find out what their SAN is in the American Library Directory. Retail accounts may wish to contact Bowker. If you are unable to identify your SAN, or you don't have one, don't worry. We will attempt to locate it for you or will assign a substitute "Account Identifier" if warranted.

- Clicking the "Finished" button on the last pop up screen submits your registration to B&T. An automated e-mail notification will be sent upon our activating your registration.

If you have never registered for BTOL.com or B&T Link Online, you will need to begin the registration process by clicking on "New? Register Free here!" found in the blue column on the right side of any page on BTOL.com.

- Complete the information requested on the Btol.com registration page. Be sure to keep "Yes" selected in response to the question "Do you want to register for B&T Link Online and Online Customer Support?".

- Click on the "Submit" button. An automated e-mail will be sent confirming your registration to the BTOL.com website.

- You will then be taken to a series of pop up screens that will request additional account information needed to properly link your login to your unique B&T accounts.

- Please note that you will need to have an active account with Baker & Taylor. You will also be requested to provide your SAN. Additional information about SANs can be located in "Help" by clicking on the "?" in the upper right corner of each pop up screen. Institutional accounts can find out what their SAN is in the American Library Directory. Retail accounts may wish to contact Bowker. If you are unable to identify your SAN, or you don't have one, don't worry. We will attempt to locate it for you or will assign a substitute "Account Identifier" if warranted.

- Upon clicking on the "Finished" button your registration submission will be complete. An automated e-mail notification will be sent upon our activating your registration.

STEP THREE: Important Reminder

Congratulations! You are now ready to use Online Customer Support!

Remember, OCS is accessed by logging onto the BTOL.com (www.btol.com) website. Once logged into BTOL.com, choose Online Customer Support from the "Links" drop-down box and you are ready to go!

The first time that you log onto Online Customer Support, we suggest that you review the account numbers made available to you. If you cannot find or identify a specific account number or you wish to modify which account numbers are listed, please contact the Product Support Department at electser or 800-775-3700 (Press "9").