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CCBOOTCAMP is an authorized Cisco and CompTIA Learning Alliance Partner, training since 1998.  
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## CCBOOTCAMP's eBook Sales FAQ

### Q. Will my eBook be available immediately after I purchase?

A. No. Once you purchase, CCBOOTCAMP completes a thorough examination of your order, prior to manually sending you the eBook download link, along with the necessary activation information.

### Q. How long will it take me to receive my eBook once my order has been placed?

A. This process can take up to two business days to process your eBook order. Typically eBook orders are processed within 24 hours of order placement, but please be patient and allow us the full two business days to validate your order.

### Q. How can I speed up the verification process?

A. The verification process may be faster if you use a company email address for example, if you work at Cisco: [jdoe@cisco.com](mailto:jdoe@cisco.com). Using a valid email address such as this will greatly reduce the amount of time CCBOOTCAMP needs to validate your order with the credit card providing bank.

### Q. Why isn't the eBook process automatic?

A. The eBook process is not automatic due to the amount of fraud CCBOOTCAMP has encountered with unscrupulous people using illegal credit card numbers. CCBOOTCAMP has implemented this manual verification process and are very sorry for the delay it causes for our legitimate customers.

### Q. When does my 24 hours to print start?

A. Your 24 hours to print begins **AFTER** CCBOOTCAMP issues your eBook to you (download link and activation key). We typically allow up to 72 hours printing, but we do not guarantee this. CCBOOTCAMP guarantees you will have at minimum 24 hours to print your eBook.

### Q. Can I use my eBook on multiple computers?

A. At this time the eBook may only be used on one computer at a time. We thank you in advance for your understanding.

### Q. Do I need to be connected to the internet to open, access, or view my eBook?

A. Yes, you have to be connected to the internet in order to open and access your eBook. You must also be connected to the internet when you are viewing the eBook. There is a 24 hour option to print your eBook.

### Q. Is the eBook compatible with all versions of internet explorer?

A. CCBOOTCAMP's eBooks are compatible with the following web browsers: Internet Explorer 6, Internet Explorer 7, and Firefox. eBooks are compatible on Windows only; Windows 98, 2000, XP, and Vista. They are not compatible with MAC and Linux.

### Q. More questions?

A. Please feel free to contact [sales@ccbootcamp.com](mailto:sales@ccbootcamp.com) if you have any questions.

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