



Common Student Questions on the First Day of Class

Q: How do I create an account?

A: Go to app.tophat.com/register/student/ and enter the 6-digit join code for your course. For more info visit contact support@tophat.com, 1-888-663-5491

Q: Top Hat says “My email is in use”!

A: Go to app.tophat.com, select your school and try logging in with that email. If you can't login in, click "Reset Password". For more info contact support@tophat.com, or 1-888-663-5491.

Q: How do I find the course?

A: Your professor will provide you with the unique 6-digit join code (e.g. 123456) for your course. Click "Add a Course" button after logging in to Top Hat using either Google Chrome or Firefox, and enter this join code. For more info, Contact support@tophat.com, 1-898-663-5491.

Q: My subscription expired / I'm getting reminders to create an account

A: Log out of Top Hat on all devices. Using Chrome or Firefox, log into Top Hat at app.tophat.com with the email address that you used when paying for Top Hat . Make sure you are logging into all your Top Hat on all of your devices with the same email. For more info, contact support@tophat.com, 1-888-663-5491

Q: The code I bought from the bookstore doesn't work!

A: Does your code start with u and consist of 14 letters (e.g. uabcdefghijklm)? If not please follow the instructions on your receipt or other documentation provided by the bookstore in order to obtain your Top Hat subscription code. For more info, contact support@tophat.com, 1-888-663-5491.

General Recommendations:

- Web: Access Top Hat on an updated version of Google Chrome or Firefox
- Mobile: Make sure you have the latest version of the Top Hat iOS or Android app downloaded on your mobile device
- Always contact support@tophat.com, or 1-888-663-5491 with any questions.

Always contact Top Hat Support with your Questions!

support@tophat.com or 1-888-663-5491