

Q&A



Q : How can I find out my password?

A

- TU students, lecturers, and staff may log in with usernames and passwords for TU WiFi as provided by the TU Office of the Registrar. If a password has been forgotten, please contact the TU Office of Information and Communication Technology (ICT-TU) by LINE application (app): @icctuhelpdesk
- For general users, register for membership before logging in with email and password.

Q : What should I do if I forget my password?

A

- TU member please contact the TU Office of Information and Communication Technology (ICT-TU) by LINE application (app): @icctuhelpdesk
- General users may check the password by clicking on Forgot password on the login page. The system will resend link for reset new password.

Q : Can I edit member information or cancel membership?

A :

General users who wish to edit member information such as changing the registered email or cancel membership may send a request to the Help/Feedback section.

Q : Why are some collections inaccessible for general users?

A :

Publishers or owners of certain work have requirements or publishing agreements making this necessary.



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Q : Why are full text files in some collections expired?

A : This is due to copyright protection by the work's owner. For more details, see bit.ly/3JDafKf

Q : How can I tell when a full text file will expire?

A : A watermark will indicate expiration date of the full text file, usually set at 30 days.

Q : Why can't I read some e-books?

A : Books labeled as E-books Collection (TU member only) have been purchased according to agreement for exclusive use by the TU community. Collections limiting use to the TU community are labeled TU member only. Audio Books are for exclusive use by visually impaired students.

Q : Why can't I read content and a download button is missing?

A : Members must log in to download full text files according to rights of access.



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Q : Why does clicking the "View full text" button not trigger a file download?

A : If a security warning appears, please click "Allow" or "Open" to proceed with the download. Alternatively, you may try using a different browser.

Q : Why does the file display incomplete images or text, appearing patchy or corrupted?

A : If the document cannot be properly opened on an iPad, please try using a different application or browser to resolve the issue.

Q : Why can't I download the E-book?

A : Bookdose e-books are available for online reading only. Thammasat University members must log in as stated in the "Description".

Q : Why is there no file available for download?

A : The system provides access to e-books in two formats: direct PDF files stored within the platform, and external links under the 'View Full Text' field that redirect users to third-party websites.

