

# Booklist & Resources Troubleshooting Guide

Updated 30 April 2025

## ***EBOOKS***

<b>Troubleshooting</b>	<b>Suggested resolution</b>
Student cannot login	Ensure you are logging in using your school credentials & password – XXXXXXX@rowvillesc.vic.edu.au
Student cannot remember RSC / Compass password	See IT to reset password <a href="mailto:helpdesk@rowvillesc.vic.edu.au">helpdesk@rowvillesc.vic.edu.au</a>
User account cannot be found	See IT to check and/or setup Ebooks access <a href="mailto:helpdesk@rowvillesc.vic.edu.au">helpdesk@rowvillesc.vic.edu.au</a>
Student can login but cannot see any digital resources	Contact Lilydale Books to confirm if your order has been made <a href="https://www.lilydalebooks.com.au/support/contact-us">https://www.lilydalebooks.com.au/support/contact-us</a>

## ***EDUCATION PERFECT***

<b>Troubleshooting</b>	<b>Suggested resolution</b>
Student cannot login	Ensure you are logging in "Using School Account (SSO)" and use your school credentials & password – XXXXXXX@rowvillesc.vic.edu.au address
Student cannot remember RSC / Compass password	See IT to reset password <a href="mailto:helpdesk@rowvillesc.vic.edu.au">helpdesk@rowvillesc.vic.edu.au</a>
User account cannot be found	See Library to check and/or setup EP access <a href="mailto:helpdesk@rowvillesc.vic.edu.au">helpdesk@rowvillesc.vic.edu.au</a>
Student cannot login and payment reminder appears	Click link to make payment through EP Payment Portal
Student cannot login / payment reminder appears, and  Student is certain that EP subscription has been paid through Lilydale Books (booklister) before 28 January 2026, and  Student has proof of transaction (online receipt)	Contact Education Perfect to provide proof of purchase and request for account to be unlocked <a href="https://www.educationperfect.com/contact-us/">https://www.educationperfect.com/contact-us/</a>