Top 10 Tips for AIM-VA Digital Rights Managers (DRM)

This short list of helpful tips is designed to assist in the continued improvement of services so that staff at AIM-VA can fill future orders in a more timely and accurate manner.

1. Please contact the Help Desk at AIMVA@gmu.edu or toll free 866-926-1879 if you have questions or need information.

2. As a DRM, you are responsible for your division’s compliance with U.S. copyright law as it relates to the ordering of accessible instructional materials through AIM-VA. Please make sure you review the policy on accessible instructional materials that was developed by the Attorney Generals Office, http://kihd.gmu.edu/aim/resources/.
   - Please note that you are only allowed by copyright law to order a book that is required for use by a particular student. DRMs are not permitted to build a library of accessible instructional materials.

3. Please keep your AIM-VA registration information up-to-date.

4. We are only permitted to communicate with DRMs because of copyright restrictions and Family Educational Rights and Privacy Act (FERPA).

5. Please use STI (State Testing Identification) numbers only to maintain student privacy. Do not use locally assigned identification numbers often used in IEP tracking systems.

6. Please gather complete and accurate information (including STI numbers, book titles, ISBNs, etc.) before ordering to facilitate the ordering process.

7. It is critical that you secure your individual DRM Login ID and Password. No sharing please. If you forget your password, click "Forgot password" on the login page.

8. Please use the comments box on the order form for unique information that needs to be communicated about that specific order only. Please do not use that box to order additional titles.

9. If sending hardcopies of books, please mark them clearly with your name and return address so we can return them to you.

10. Please do not resend an order. If you are not sure if an order went through correctly or if you need to change or cancel an order, email the Help Desk at aimva@gmu.edu.

For more information about AIM-VA, check our website at www.aimva.org where you will always find the most current version of our user manual and current announcements posted there.