



Follett

HIGHER EDUCATION

Customer Service Plan

Blackboard

Date: 02.06.2023

Version: V1.4

Contents

Campus Program Overview	3
Support Channel	3
Opt-Out Process.....	3
Add/Drop Process	4
Course Material Overview & Access/Acquisition	5
Digital Course Materials.....	5
Discover Shelf BryteWave	5
Troubleshooting.....	9
Courseware- Pearson MyLab/Mastering	10
Courseware- Pearson MyLab/Mastering	11
Courseware -Pearson REVEL	11
Courseware- McGraw Connect	14
Courseware- Cengage MindTap	15
Courseware – Cengage Unlimited	17
Courseware- WileyPLUS	18
Courseware- Norton InQuizitive	19
Courseware – MacMillan Sapling Learning, Achieve, FlipIt, Hayden-McNeil	29
Courseware – Elsevier Evolve	34
Courseware – Kendall Hunt GRL Content	35
Courseware – Sage Vantage	39

Objective of Customer Service Plan

The Goal of this plan is to coordinate and assist in triage and response to customer questions as it relates to ACCESS material delivery and access.

CAMPUS PROGRAM OVERVIEW

Support Channel

Please send inquiries that cannot be addressed by IT Help Desk to the Main Follett Campus Support Email Contact address 2367mgr@follett.com then Store will triage to Publishers

- **Courseware Link missing in LMS/Project not available in LMS**
 - IT Helpdesk / LMS support should review Tier 1 support issues.
 - Browser related challenges with LMS/Product
 - Review LTI set up and faculty pairing using details below from product instructor set up support.
 - If set up is complete and accurate, then IT Helpdesk should escalate to Follett Campus Support Email for Follett to review
 - Follett will review and if Store can't correct then they will escalate to publisher contacts based on situation.

Opt-Out Process

Opt-out/In Deadline: 07/19/2024

Email Portal Opt-Out Process

- If the student has physical product, they should reach out to the store to return product and let the store know they want to opt-out. Store can opt that student out at that time.
- An email is sent to the students .edu email with a link to the opt-out portal
- Student should follow the link to the opt-out portal login.
- Create a password.
- Click opt-out button listed in portal by their name and the courses they enrolled in.
- An email confirmation will be sent when finalized.
 - If the student has physical material in their possession or on order for the program a pop-up will show up that lists the titles (posting cancelled or Refund action required)
 - Student should contact the store via email or phone to set up product return to finalize the opt-out.
 - The store will finalize the opt-out once they have processed the physical product refund and provide confirmation to the student.

Add/Drop Process

Digital Add/Drop

- Student drops course prior to Last Date to Process Drops. Last Date to Process Drops: **07/19/24**
- Follett's system processes digital return and will revoke access to BryteWave/RedShelf product if applicable.
- No action needed by student.

Physical Add/Drop

- Student drops course prior to Last Date to Process Drops. Last Date to Process Drops: **07/19/24**
- Student has 1-2 weeks to get product back to the store.
 - Student can bring to directly to the store
 - Student can ship material to store with note for drop return.
 - Store should confirm return when finalized.

COURSE MATERIAL OVERVIEW & ACCESS/ACQUISITION

Digital Course Materials

Discover Shelf BryteWave

Publisher: Various Publishers

BryteWave Knowledge Base: <https://brytewavesolve.zendesk.com/hc/en-us>

Campus/Faculty Integration/Setup Instructions BryteWave

Adding LTI tool in your course.

Blackboard

Adding the Tool within a Course

The Tool can be added to each course by the LMS Administrator or by a faculty member. Follow the below instructions to add the Tool.

1. Navigate to the course which will contain the LTI Tool.
2. Select "**Content**" on the left-hand navigation bar.
3. Select "**Build Content**" on the top course navigation bar.
4. Select "**BryteWave Course Materials**" from the drop-down.
5. Enter "**BryteWave Course Materials**" into the "Name" box.
6. Set "Enable Evaluation" to **No** and "Permit Users to View this Content" to **Yes**.
7. Select "**Submit**".

Please Note:

- Due to restrictions on how the LTI tool works, you might not have the option to impersonate a student experience. The professor and student experience are exactly the same. If you try to open this LTI tool and you receive an error or the book isn't on your shelf, there is a chance it hasn't been provisioned to you. Please work with your campus store to help get a copy of the book. The bookstore will also coordinate the provisioning of your eBook for your students.

Student Access Instructions

Students will be able to access their Follett Discover Shelf via One of Three ways.

The student's shelf account will be created/populated on the Designated Order Release date, which is when Follett processes all orders for the ACCESS program.

1) Follett will send an email to all students with an access link to the Follett Discover BryteWave shelf when orders are processed.

- BryteWave (RedShelf) account will be created using the student's Preferred/academic email address that is provided to Follett.
- An email will be sent to the student with a link to their shelf. Student should follow that link.
- Email example:



BryteWave - RedShelf Sample Err

- This link within the email will take the student to their BryteWave Discover Shelf account where they can log into using their academic email address and find the preloaded material on their Shelf.
- Additional support for email can be found here: [BryteWave Email info](#)

My Shelf REDEEM ACCESS CODE

SHOWING 12 OF 12 MATERIALS AZ

Your Materials

 BOOK Stress Management Human Kinetics	 BOOK Managing Organizational Behavior: What... McGraw-Hill Education	 BOOK Criminal Behavior Pearson Higher Education	 BOOK Personal Finance McGraw-Hill Education	 BOOK Sociology Pearson Higher Education	 BOOK Adobe InDesign Classroom in a Book (2020... Pearson Technology Grs.	 BOOK Adobe Photoshop Classroom in a Book (2020... Pearson Technology Grs.	 BOOK Phonetics: A Contemporary Approach (Book... Jones and Bartlett Learn.	 COURSEWARE Demo: MasteringBiology with Campbell... RedShelf
 BOOK Social Perspectives in Mental Health Ingram (Lightning Sourc...	 BOOK Boy, Snow, Bird Penguin Random House	 BOOK Fairy Tales from the Brothers Grimm Penguin Random House						

2) Students can also use the login URL for BryteWave

- Log in using the URL for BryteWave: <https://brytewave.redshelf.com/>
- Forgot your password or didn't receive your password?
 - Go to: <https://Brytewave.redshelf.com>
 - Select the Log In button in the upper right.
 - Select 'Forgot Password' or navigate to this link: <https://brytewave.redshelf.com/accounts/forgot/>
 - Use your school email address to reset your password.

My Shelf REDEEM ACCESS CODE

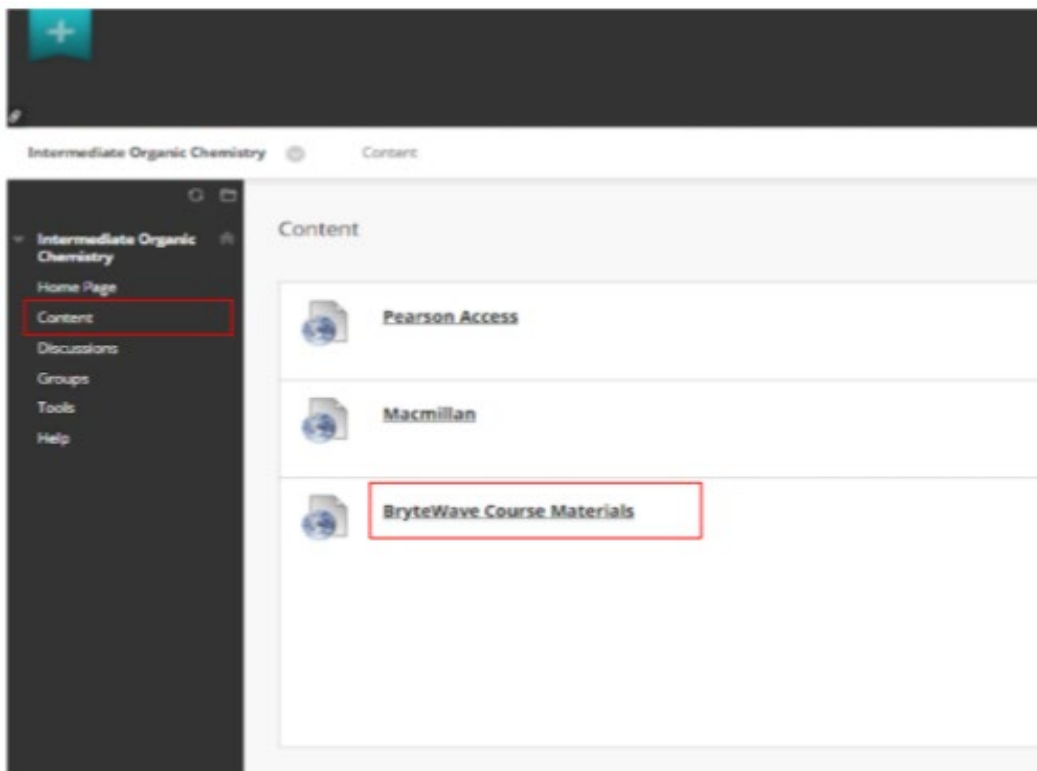
SHOWING 12 OF 12 MATERIALS AZ

Your Materials

 BOOK Stress Management Human Kinetics	 BOOK Managing Organizational Behavior: What... McGraw-Hill Education	 BOOK Criminal Behavior Pearson Higher Education	 BOOK Personal Finance McGraw-Hill Education	 BOOK Sociology Pearson Higher Education	 BOOK Adobe InDesign Classroom in a Book (2020... Pearson Technology Grs.	 BOOK Adobe Photoshop Classroom in a Book (2020... Pearson Technology Grs.	 BOOK Phonetics: A Contemporary Approach (Book... Jones and Bartlett Learn.	 COURSEWARE Demo: MasteringBiology with Campbell... RedShelf
 BOOK Social Perspectives in Mental Health Ingram (Lightning Sourc...	 BOOK Boy, Snow, Bird Penguin Random House	 BOOK Fairy Tales from the Brothers Grimm Penguin Random House						

3) Students will follow the link within Blackboard

- Use the link in Blackboard to access your BryteWave Materials
 - Log into Blackboard and navigate to your course
 - Typically, the BryteWave Course Materials tool is located under 'Content' on the left side navigation. Then click 'BryteWave Course Materials'. If it's not under this section, please ask your professor where it's located.



- You will be taken to the BryteWave 'My Shelf' page. Click on the title you're looking to access or 'View Details' to see the details of the product.

My Shelf

REDEEM ACCESS CODE

SHOWING 12 OF 12 MATERIALS

AZ

Your Materials

- Locate your eBook and click the 'Read Now' button. You will launch into your eBook in a *new window*.

Product Details

Synergy in Supramolecular Chemistry
by Tatsuya Nabeshima

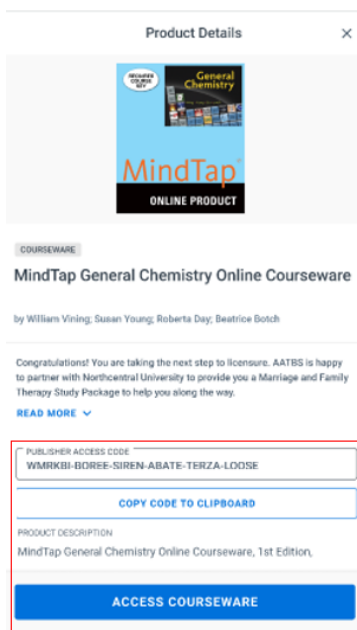
PRODUCT DESCRIPTION
Cooperative and synergistic chemical events have attracted significant attention from many researchers engaged in organic chemistry, inorganic chemistry, biological chemistry, polymer chemistry, medicinal chemistry, and other related materials sciences. Synergistic supramolecular systems could be developed to amplify the functions and integration of molecular devices in ways that cannot be achieved by conventional single molecules. This book introduces basic concepts and examples of supramolecular chemistry in terms of cooperation and synergy, and it surveys recent progress in this field.

You have courtesy access to this material until January 2, 2021

READ NOW

INSTRUCTIONS TO ACCESS YOUR COURSE MATERIALS

- Some digital products require a code to access the materials on the publisher's website. Click **Copy the Code to Clipboard** and then click **Access Courseware**. You will paste that code in the designated field on the site you are sent to.



If the **ACCESS COURSEWARE** button is not available for a specific product; you will go directly to that publisher website listed in Canvas or use a link provided by your instructor

If the student has opted out or needs to opt into the Follett ACCESS program, then they will not see these materials on their shelf until they opt back into the Follett ACCESS program. Otherwise the student will need to purchase the product on their own.

Troubleshooting

If you believe you should have access to your books but your shelf is empty, contact your bookstore. Provide specific details as outlined below to help resolve your issue:

- On the Brytewave.redshelf.com site or from the LMS verify the email address that the student is logged into on Brytewave. (Select their name in upper right corner and select 'My Accounts')
- Attach or inserts a screenshot of the "stopping point" you hit when you are trying to access your Brytewave/RedShelf eBook.
- The device you are using when you are experiencing this access to your eBook issue.
 - Windows Desktop/Laptop
 - Mac Desktop/Laptop
 - iPhone
 - iPad
 - Android
- The browser you are using when you are experiencing this access to your eBook issue.
 - Safari (iPhone, iPad, Mac)
 - Internet Explorer
 - Google Chrome

- Firefox

I'm taken to a login page instead of My Shelf, what do I do?

- Try to enable your cookies, [follow these steps](#).
- Try another browser, we recommend Chrome.
- Try to log in with your .edu email address and [reset your password](#).
- Try to refresh your page, sometimes it gets stuck and won't log you in automatically.

Knowledge Base:

<https://brytewavesolve.zendesk.com/hc/en-us>

Knowledge Base Student Support

<https://brytewavesolve.zendesk.com/hc/en-us/categories/360001627173-Student-Support>
[BryteWave CourseWare Publisher Instructions Index](#)

BryteWave Customer Support Channel

support@brytewave.com

1-877-612-2233

Courseware- Pearson MyLab/Mastering

Platform

MyLab/Mastering

Publisher

Pearson

Campus/Faculty Integration/Setup Instructions

Blackboard

- Click Tools Link
- Click Pearson's Mylab and Mastering link
- Select a Mylab and mastering product to use with this course link
- On create a course page (once registered and logged into an account)
- Choose from Catalog or copy from existing or select from your list of existing courses.
- Scroll to find book and click select
- Leave option for student use course selected
- Type in Name that will show up in account (make same name as Blackboard Course)
- Set course dates
- Click Create Course button (it can take up to three hours for course to be created)
- There will be an email confirmation and a link you can share with students.

Faculty and Staff Training Webinar Link: <http://bit.ly/2RUV7uC>

Student Access Instructions

Blackboard

- Log into Blackboard course
- Select any of the Pearson links included in your Blackboard Course content
- First time student clicks that link; student will need to review and accept the Pearson 'End User License Agreement' and 'Privacy Policy'
- Online materials will then load automatically

Browser Settings

Pearson Browser Settings

Chrome: [Chrome Recommended Settings](#)

To make sure you can use all the website's features, follow the steps in the articles below.

- [Chrome: Allow Plug-In Exceptions](#)
- [Chrome: Turn Off Pop-Up Blockers](#)
- [Chrome: Accept Cookies](#)
- [Delete Cached Files and Cookies](#)

Knowledge Base

Access Pearson Materials: [Access Pearson Materials: Blackboard](#)

Support Channel

Support Website: <https://support.pearson.com/getsupport/>

Pearson Support Email: CustomerSuccess@pearson.com

Please visit our [Product Training & Support](#) page to:

- Watch **On Demand Webinars** on our Digital Learning Webinar Series + Specific Courseware (MyLabs, Mastering, Revel, Learning Catalytics and NCCERconnect)
- Participate in **LIVE Trainings with Faculty Advisors** on Modified Mastering, MyLabs & Revel
- Additional Support with our **Faculty Handbooks** (PDFs) for Learning Catalytics, Modified Mastering, MyLabs, Revel and NCCERconnect
- Support for our **Online Learning Platforms** – links to learn more about MyLab & Mastering and Revel and Standard Integration
 - [Direct Link](#) for MyLab/Mastering Standard Integration
 - [Direct Link](#) for Revel Standard Integration

Support Website: <https://support.pearson.com/getsupport/>

Pearson Support Email: CustomerSuccess@pearson.com

855.875.1801

Courseware- Pearson MyLab/Mastering

Platform

MyLab/Mastering

Courseware -Pearson REVEL

Platform

REVEL

Publisher

Pearson

Campus/Faculty Integration/Setup Instructions

Blackboard

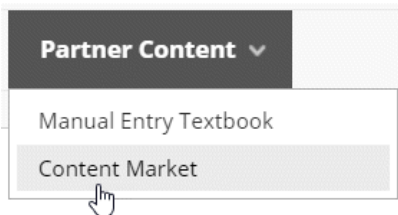
Add the Pearson Link

Blackboard Classic

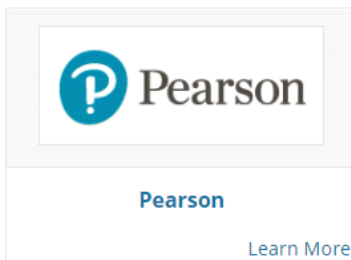
1. Enter your Blackboard course as an instructor.
2. If needed, add a content area or item for Pearson. See [Blackboard Help](#) for instructions.
3. Select the content area or go to Content Market Tools.

Diagnostics and Help & Support are available.

4. Select **Partner Content** and then **Content Market**.



5. Select Pearson.



Blackboard Ultra

1. Enter your Blackboard course as an instructor.
2. Under Books & Tools, select **View course & institution tools**.



Books & Tools

[View course & institution tools](#)

3. Under Can't find what you need, select **Browse all course tools**.

Can't find what you need?

[Browse all course tools](#)

4. Select Pearson as the content provider.



Adding Pearson Link: [Add The Pearson Link](#)

For a Pearson Link accounts: [REVEL Link Accounts](#)

Student Access Instructions

Blackboard

- Enter your Blackboard course.
- Select **Pearson link**. If you don't see the link, contact your instructor, who'll need to adjust course settings.

Blackboard Classic:

- Go to the content area where your instructor added the Pearson Link. Then select **Open Pearson**



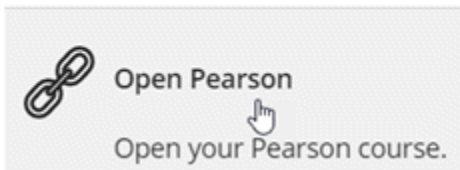
Open Pearson

Open your Pearson course.

Blackboard Ultra

- Select **Open Pearson** under Course Content.

Course Content



- Agree to Pearson privacy policies or authentication requests.
- Enter the **Username** and **Password** for your student Pearson account. Otherwise, select **Create an Account**.
- Select **Link Accounts**. If you see a confirmation page, select **Continue**.
- Get access using any available options: pre-purchased access code from the bookstore.
- Your Pearson content opens.

[Getting Started with Pearson](#)

[Getting Started with REVEL for Blackboard Video](#)

Browser Settings

[Pearson Browser Settings](#)

Chrome: [Chrome Recommended Settings](#)

To make sure you can use all the website's features, follow the steps in the articles below.

- [Chrome: Allow Plug-In Exceptions](#)
- [Chrome: Turn Off Pop-Up Blockers](#)
- [Chrome: Accept Cookies](#)
- [Delete Cached Files and Cookies](#)

Knowledge Base

Blackboard Integration for Revel <https://www.pearsonhighered.com/revel/educators/lms-integration-services/blackboard.html>

Support Channel

Support Website: <https://support.pearson.com/getsupport/>

Pearson Support Email: CustomerSuccess@pearson.com

Please visit our [Product Training & Support](#) page to:

- Watch **On Demand Webinars** on our Digital Learning Webinar Series + Specific Courseware (MyLabs, Mastering, Revel, Learning Catalytics and NCCERconnect)
- Participate in **LIVE Trainings with Faculty Advisors** on Modified Mastering, MyLabs & Revel
- Additional Support with our **Faculty Handbooks** (PDFs) for Learning Catalytics, Modified Mastering, MyLabs, Revel and NCCERconnect
- Support for our **Online Learning Platforms** – links to learn more about MyLab & Mastering and Revel and Standard Integration
 - [Direct Link](#) for MyLab/Mastering Standard Integration
 - [Direct Link](#) for Revel Standard Integration

Support Website: <https://support.pearson.com/getsupport/>

Pearson Support Email: CustomerSuccess@pearson.com

855.875.1801

Courseware- McGraw Connect

Platform

Connect

Publisher

McGraw Hill

Campus/Faculty Integration/Setup Instructions

Blackboard

- Sign into your Blackboard Account
- Select your course
- Under **Course Tools** choose **McGraw-Hill Higher Education**
- Click **Pair Course with a Connect Section**
- Sign into your Connect Account
- Choose Pair with an existing section in Connect
- Link the programs by selecting the section and save.
- A message stating you're done should appear

Video: <https://www.mheducation.com/highered/lms-integration.html>

Student Access Instructions

- Sign into your Blackboard Account
- Navigate to your course

- Under your course, navigate to your **Content** area.
- From there you should see a Connect Assignment link.
- Click on the **Assignment link** and then click **Launch** to start the Connect Registration process.
- Enter academic email address and click **begin**.
- It will take you to account information to enter and create account for Connect.
- Agree to terms and conditions and click **Continue**
- Here you can redeem your ACCESS code, or it could be codeless, and no payment required in Connect for Follett ACCESS.
- Their Assignments will be visible in their LMS space.

Video for Student Access: [Getting started with McGraw Hill Connect using Blackboard](#)

Knowledge Base

<https://www.mheducation.com/highered/connect>

<https://www.mheducation.com/highered/connect/students/collegesmarter.html>

Support Channel

<https://www.mheducation.com/highered/support/connect.html>

McGraw Hill Digital Technical Support Channel

800.331.5094

Email & Chat: <https://www.mhhe.com/support>

Mon-Thurs: 24 hours

Friday: 12am -9pm EST

Saturday: 10am-8pm EST

Sunday: 12pm-12am EST

Courseware- Cengage MindTap

Platform

MindTap

Publisher

Cengage

Campus/Faculty Integration/Setup Instructions

Blackboard

- Open your Blackboard course
- Open the Content Market
 - Go to a content area in your course.
 - **Blackboard Ultra:** Click +>**Content Market**
 - **Blackboard Original:** Click **Partner Content**> **Content Market**
- On the Content Market page, click **Cengage** in the list of providers.

- If prompted, sign in to your Cengage instructor account to link your Blackboard and Cengage accounts.
 - This window might not be shown if your browser does not allow pop-ups for the Blackboard domain.
- Select the textbook or product you want to use from the available course content.
 - To filter the list, type a search term.
 - To only see MindTap results, click **Filter Results** and set **Filter By** to **MindTap**.
 - To filter the list by license type, click **Filter Results** and set the dropdown to **Student purchase Required** or **Inclusive Access**.
 - To select an item, click **Link to Course**
- Select **Link to an existing course or section**. Your unlinked courses and course sections with no student enrollments for the selected title are listed.
- Select the course or section you want to link and click **Continue**
- If Prompted, select whether to synchronize the overall course score or individual activity scores to the Brightspace gradebook. This option is not available for all courses.
 - Click **Continue** to confirm your choice.
 - **Blackboard Original**: Review the settings, select where to put your course link, and click **Submit**.
- Click the link to your MindTap course. If prompted, read and accept the service agreement.

Instructor LMS user Guide: [Instructor Guide for MindTap in Blackboard](#)

Video: MindTap: [MindTap: Creating your Course in Blackboard](#)

Video: MindTap: [Linking an Existing Course with Blackboard](#)

Student Access Instructions

- Student goes to Blackboard and logs in
- Click the link for your course
- Click any link to Cengage content to continue the registration process
- Your course materials will open in a new tab or window, be sure pop-ups are enabled

[Student: Getting Started with MindTap on Blackboard](#)

Knowledge Base

<https://www.cengage.com/training/mindtap/>

<https://www.cengage.com/training/mindtap/blackboard/>

Support Channel

<https://help.cengage.com/mindtap/mt-student/introduction.html>

Contact Support

Go to <https://support.cengage.com/>

Sign into your account.

- Click **Log New Case**

- Enter the necessary information and click **Create Case**

Customer Support Number: **800.354.9706**

Courseware – Cengage Unlimited

Platform

MindTap

Publisher

Cengage

Campus/Faculty Integration/Setup Instructions

Any LMS

Adding Cengage Unlimited Student Dashboard link to Your LMS Course.

- Navigate to Cengage Content Selector
- Scroll down and choose Cengage Unlimited Student Dashboard, Check the box to **Add to Course**
- Click **Confirm Selections**
- **Click Save**
- You will receive a confirmation and redirected to your course

[Cengage Unlimited: Adding eTextbooks to your Dashboard](#)

[Adding Cengage Unlimited Student Dashboard link to LMS](#)

Student Access Instructions

Any Learning Management System

- Student goes to LMS and logs in
- Click the link for your course
- Click any link to Cengage content to continue the registration process
 - Cengage Unlimited Student Dashboard
- Your course materials will open in a new tab or window, be sure pop-ups are enabled
- Create an account.

[Accessing Your Cengage Unlimited Institutional Course Materials](#)

[Adding Cengage Unlimited Student Dashboard link to LMS](#)

Knowledge Base

<https://www.cengage.com/training/mindtap/>

<https://www.cengage.com/training/unlimited/>

Support Channel

<https://help.cengage.com/mindtap/mt-student/introduction.html>

Contact Support

Go to <https://support.cengage.com/>

Sign into your account.

- Click **Log New Case**
- Enter the necessary information and click **Create Case**

Customer Support Number: 800.354.9706

Courseware- WileyPLUS

Platform

WileyPlus

Publisher

Wiley

Campus/Faculty Integration/Setup Instructions

Blackboard/Blackboard Ultra

<https://www.wileyplus.com/instructor-support-training/>

Video Tutorials:

[WileyPlus with Blackboard Learn instructors Tutorials](#)

[WileyPlus with Blackboard Ultra instructors Tutorials](#)

Course Copy Video: <https://wileyplus.gallery.video/instructors/detail/videos/new-wileyplus-integrated-with-blackboard-learn/video/6052737917001/how-to-course-copy-wileyplus-imported-into-blackboard-learn?autoStart=true>

Student Access Instructions

- Log into Blackboard account and find your course
- Go to Content link on left side. It could be called WileyPlus or Wiley assignments ect.
- To begin registration, click on any WileyPlus content link on the modules or assignments areas.
 - **NOTE: DO NOT start with eTextbook. You will receive an error message if you try to access the eText Without registering for WileyPlus first**
- Blackboard will provide you an Acknowledgement screen confirming that you are moving into the WileyPlus platform. Click **Launch**
- Wiley Terms and Services screen, read it and click **Accept**
- From here you will enter a code provided via ACCESS or open access.
- If you already have an account, click on Login to an existing Account.

Video Tutorials:

<https://wileyplus.gallery.video/student> (Students)

<https://wileyplus.gallery.video/instructors/category/videos/student-videos>
[Accessing WileyPlus via Blackboard](#)

Knowledge Base

www.wileyplus.com

Support Channel

www.wileyplus.com/support

<https://support.wileyplus.com/s/>

- FAQs
- Email
- Live Chat

Phone (Instructors Only) 1.877.586.0192

Courseware- Norton InQuizitive

Platform

InQuizitive

Publisher

Norton

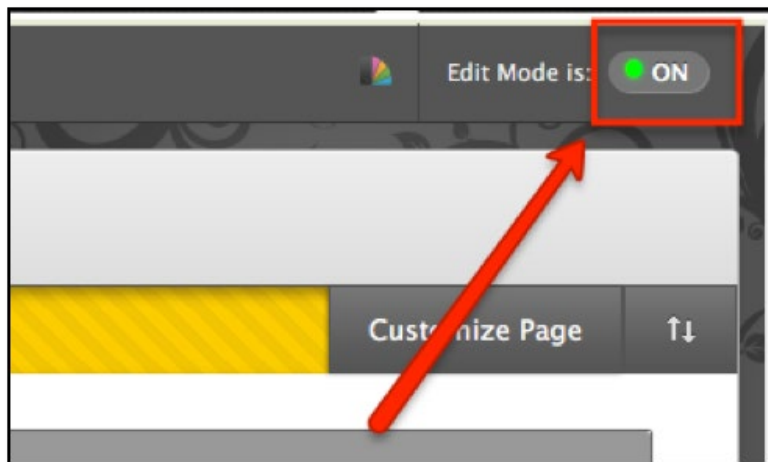
Campus/Faculty Integration/Setup Instructions

Blackboard

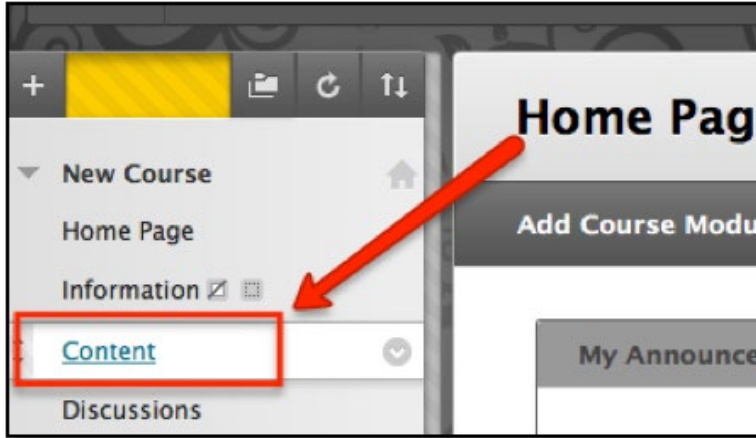
<https://www.norton.knowledgeowl.com/help/bb-lms-integration>

Step 1: Add Links individually

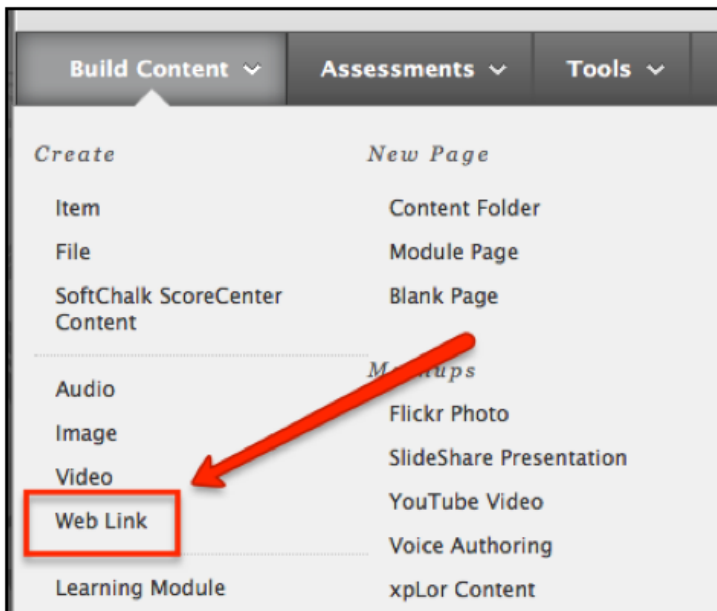
1. Login or Sign In to Blackboard with your instructor account and navigate to your course home page.
 - Make sure **Edit Mode** is turned on.



2. Select the course content area in which you will place the Norton digital learning tool link from the course menu on the left side of your screen.



3. To add the Norton activity, hover over the **Build Content** drop-down menu and select **Web Link**.



4. In the **Name** field enter a descriptive name of the activity, (e.g., W. W. Norton, InQuizitive, Smartwork, ZAPS, etc.).
5. In the **URL** field, enter the URL provided by your Norton representative.*
 - i. If using a Norton product home page link, the URL will look like: <https://ncia.wwnorton.com/productname-BOOKCODE>, where **productname** is replaced with the name of the Norton learning tool and **BOOKCODE** is replaced with the code for the book you are using.

* Indicates a required field.

WEB LINK INFORMATION

* Name

W.W. Norton Activity

* URL

https://ncia.wwnorton.com/productname-BOOKC

For example, http://www.myschool.edu/

- ii. If adding a direct link to a Norton activity, the URL will look like: <https://ncia.wwnorton.com/NNNNN>, where NNNNN is replaced Norton digital learning tool activity.

* Indicates a required field.

WEB LINK INFORMATION

* Name

W.W. Norton Activity

* URL

https://ncia.wwnorton.com/NNNNN

For example, http://www.myschool.edu/

***NOTE:** When entering the URL, be sure there are no spaces before or after the address, as this will create an error message.

WEB LINK INFORMATION

* Name

W.W. Norton Activity

* URL

https://ncia.wwnorton.com/NNNNN

For example, http://www.myschool.edu/

This link is to a Tool Provider. [What's a Tool Provider?](#)

Enable Evaluation Yes No

To set additional evaluation options, use the Column settings in the Grade Center

* Points Possible

100

Visible to Students

Yes No

Due Date

Enter dates as mm/dd/yyyy. Time may be entered in any increment.

6. Check the **This link is to a Tool Provider** box.
 7. If you would like students' grades to report back to your course's gradebook, set the **Enable Evaluation** option to **Yes**.
 8. Set the **Points Possible** to some non-zero value, such as 10
 - i. **[Optional]** Set the **Visible to Students** option to **Yes** if you'd like your students to be able to see the link in their views of the course site. If you select **No**, you will have to come back to the web link settings in the future and re-set this option to **Yes** when you'd like your students to have access to the link.
 - ii. **[Optional]** Select the calendar and clock icons in the **Due Date** field to set a due date and time for the activity. This will display the due date under the link in your course and will create an entry for the assignment in the Blackboard course calendar.
- NOTE:** Due date settings in Blackboard **do not** affect the **Grade Accepted Until (GAU)** settings in the Norton digital learning tool. **GAUs** are what determine the activity's availability to students. To adjust the **GAU** settings for your links, [Click Here](#) or go to **Next steps**, below.
9. Ensure the **Open in New Window** option is set to **Yes**.
 10. Set the **Permit Users to View this Content** option to **Yes**.
 - i. **[Optional]** Change **Track Number of Views** to **Yes** if you would like to see how many times the link has been clicked.
 - ii. **[Optional]** Click the calendar and clock icons in the **Display After/Until** fields to set the dates/times for when the link will be available to students.
 - iii. Leave the remaining **Standard Options** unchanged.

WEB LINK OPTIONS



Open in New Window Yes No



STANDARD OPTIONS

Permit Users to View this Content Yes No

Track Number of Views Yes No

Select Date and Time Restrictions

Display After  
Enter dates as mm/dd/yyyy. Time may be entered in any increment.

Display Until  
Enter dates as mm/dd/yyyy. Time may be entered in any increment.

IMPORTANT: Do not enter any text in the **Description** field, due to a bug in Blackboard that will cause the connection to fail. As a workaround, you may include instructions for students at the top of your content area, or you may attach a file containing instructions.

11. Click **Submit** when you are done setting the options. The link will now appear in your content area and you should see a green **Success** banner at the top of your course page.

Step 2: Create a student set

1. Click the Norton tool link (e.g., InQuizitive, ZAPS, Smartwork etc.) you just created, which will launch the tool in a new browser tab.
2. Use your Norton instructor email address and password to sign in when prompted.
 - i. If you do not have a Norton instructor account, please visit the [Norton Instructor Resources](#) page for instructions on how to set one up, or contact your [Norton representative](#) to request one. You'll need to have an instructor account before continuing

InQuizitive for *Psychological Science*

Have you already registered for InQuizitive?

Yes, I want to **sign in:**

[Forgot your password?](#)

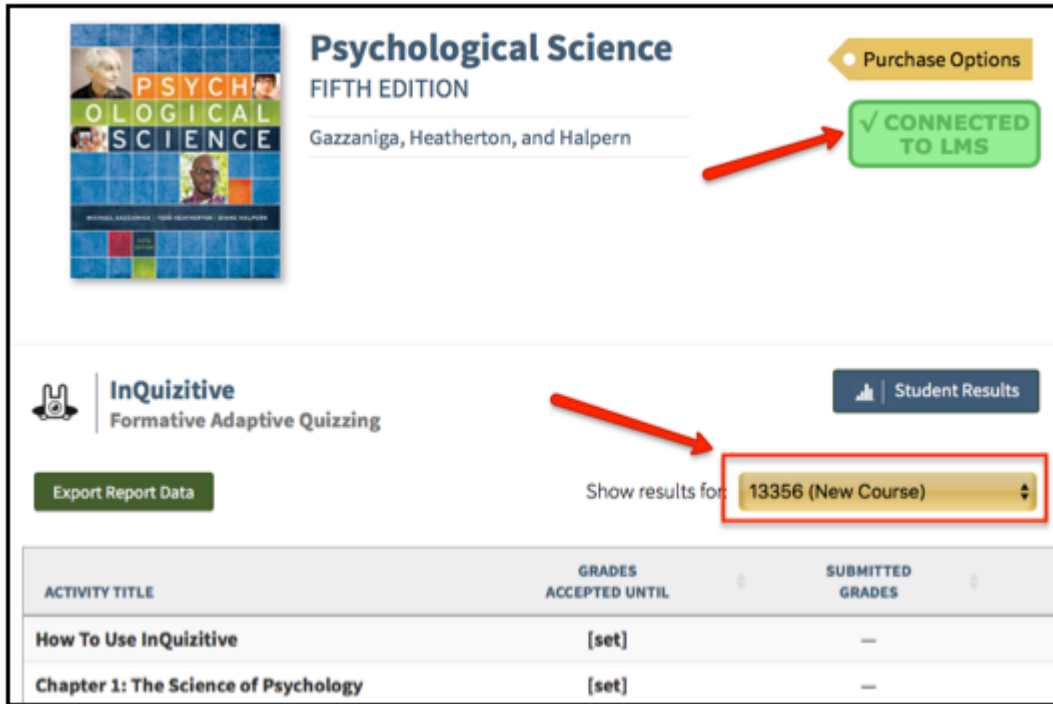
No, I need to **register, purchase, or sign up for trial access.**

Sign In

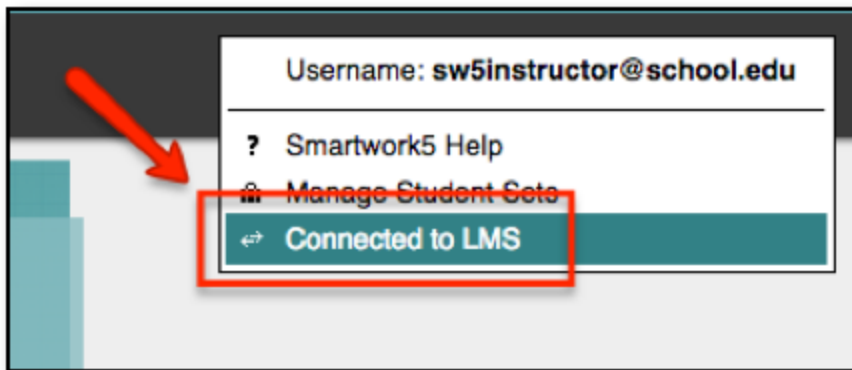
*Need help? Contact **W. W. Norton Customer Support***

3. The first time you access a Norton digital learning tool from your course, you'll be prompted to create a new student set, or to copy an existing student set. For instructions on creating and managing student sets, please see our articles about [Creating New Student Sets](#), <https://wwnorton.knowledgeowl.com/help/inquizitive-instructors-lms-integration> or <https://wwnorton.knowledgeowl.com/help/smartwork-instructors-getting-started>.

4. Once logged in with your Norton account, you will land on the Norton product home page or specific activity for the book being used (product home page is pictured below). You should see a green Connected to LMS badge and the new Student Set ID associated with your course in the drop-down menu on the right.



5. If you're using **Smartwork** or **ZAPS** individual activity links, the Connected to LMS notification appears in the user options menu which you will see by clicking your username in the upper right of the activity page.



6. After signing in, close the

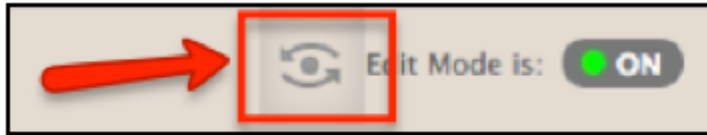
tab with the Norton digital learning tool page.

IMPORTANT: In the future, to access any Norton digital learning tool, always use the link from your course, and you will be automatically signed in. You can confirm this by looking for your school email address in the upper right of the Norton tool page.



Step 3: Test Integration

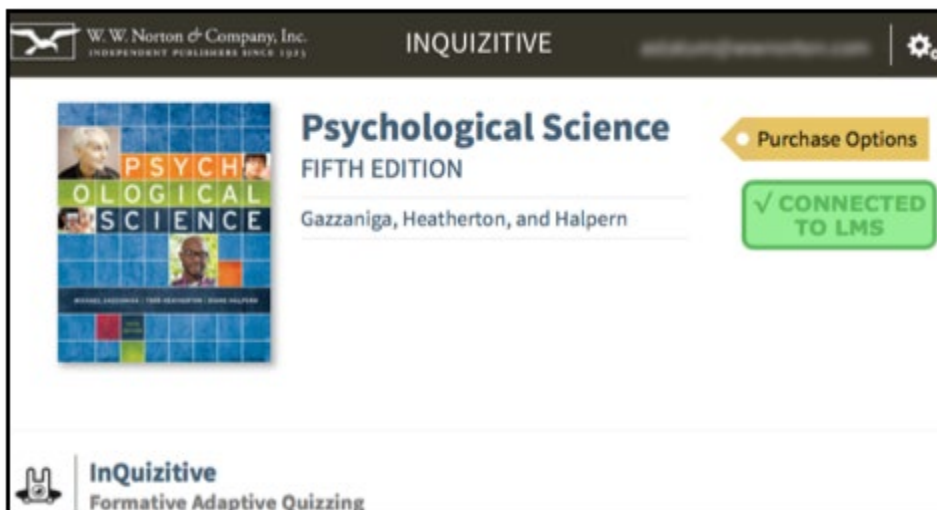
1. From your Blackboard course, switch to student view by clicking the **Student Preview** icon at the top of the course page.



2. Navigate into the course, locate the link to the Norton tool link and click it.



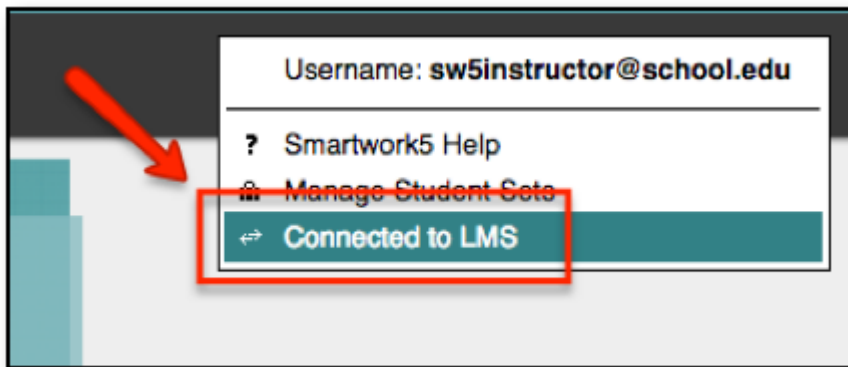
3. The Norton product launch page or specific activity for the book being used will open in a new browser tab. You should be automatically signed in to your Norton instructor account, although the Norton product will present the student view of the system.



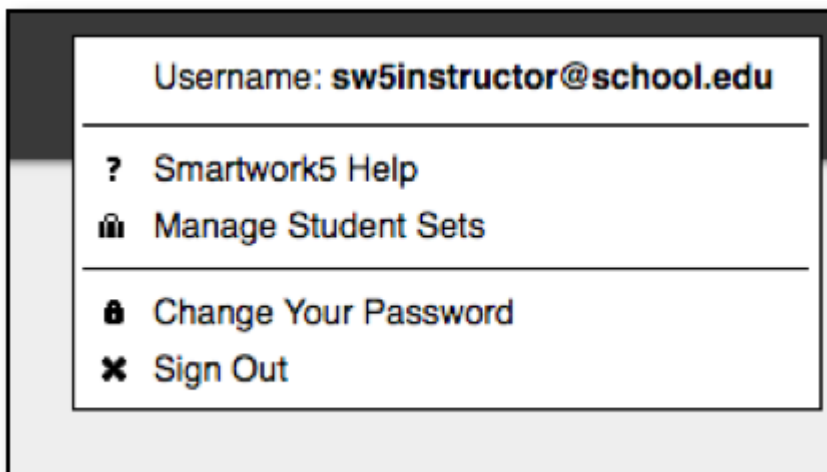
4. On the Norton product page, confirm that you see a green badge labeled Connected to LMS. If instead you see a red LMS Connection Not Made badge, [Click Here](#) or go to **Reporting error messages**, below.



5. If you're using **Smartwork** or **ZAPS** individual activity links, the Connected to LMS notification appears in the user options menu which you will see by clicking your username in the upper right of the activity page.



6. If you do not see Connected to LMS in the user options menu, [Click Here](#) or go to **Reporting error messages**, below.



7. If you've added a gradable activity (such as **InQuizitive** or **Smartwork**), click anywhere in the **Connected to LMS** badge (or the Connected to LMS user options menu entry for a **Smartwork** activity page) and an explanatory box will appear over the page.

- If you see a red X next to Single sign-in or Automatic grade transfer, [Click Here](#) or go to **Reporting error messages**, below.
- If you see a yellow ? next to Automatic grade transfer, close the Norton product tab in your browser and reconfirm that you launched the link from your Blackboard course in **Student View** or are using a student account.

8. If you added an **eBook** link or if you added a link that is **not** add a gradable activity, [Click Here](#) or go to **Next steps**, below.

LTI is a technology for integrating learning tools, such as this one, with campus learning management systems (LMS's). You accessed this page via an LTI-enabled link from an LMS.

- ✓ **Single sign-in** from your LMS should be enabled.
- ✓ **Automatic grade transfer** to your LMS should be enabled.

OK

LTI is a technology for integrating learning tools, such as this one, with campus learning management systems (LMS's). You accessed this page via an LTI-enabled link from an LMS.

- ✗ At least one parameter needed for **single sign-in** is not available.
- ✓ **Automatic grade transfer** to your LMS should be enabled.

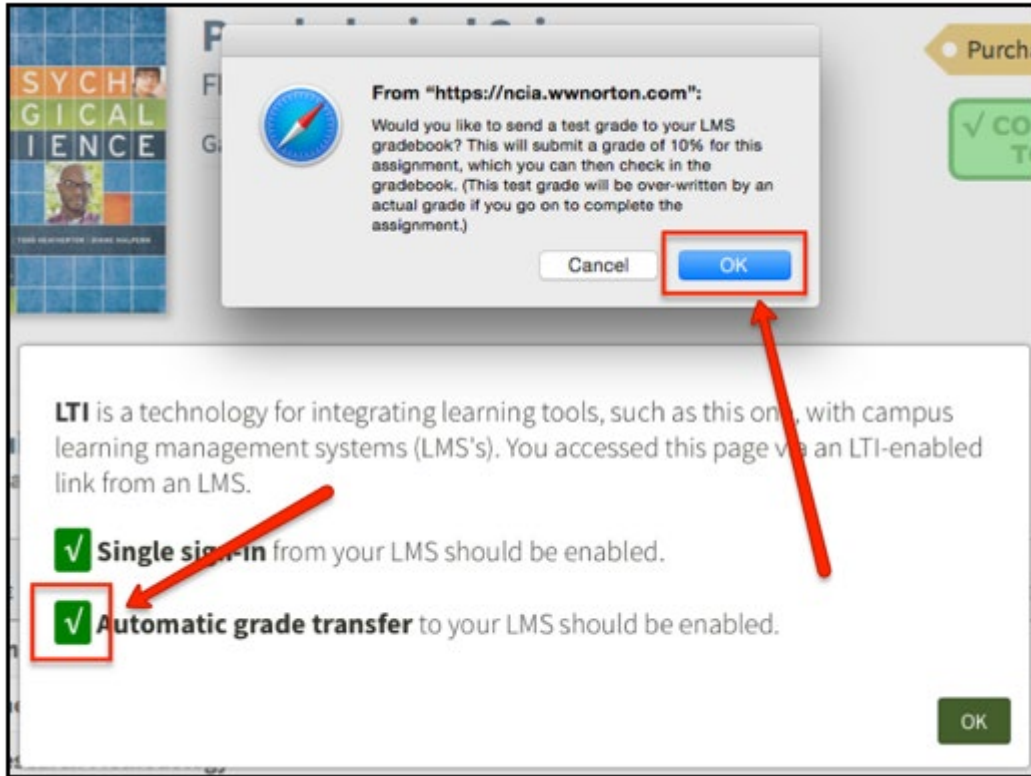
OK

LTI is a technology for integrating learning tools, such as this one, with campus learning management systems (LMS's). You accessed this page via an LTI-enabled link from an LMS.

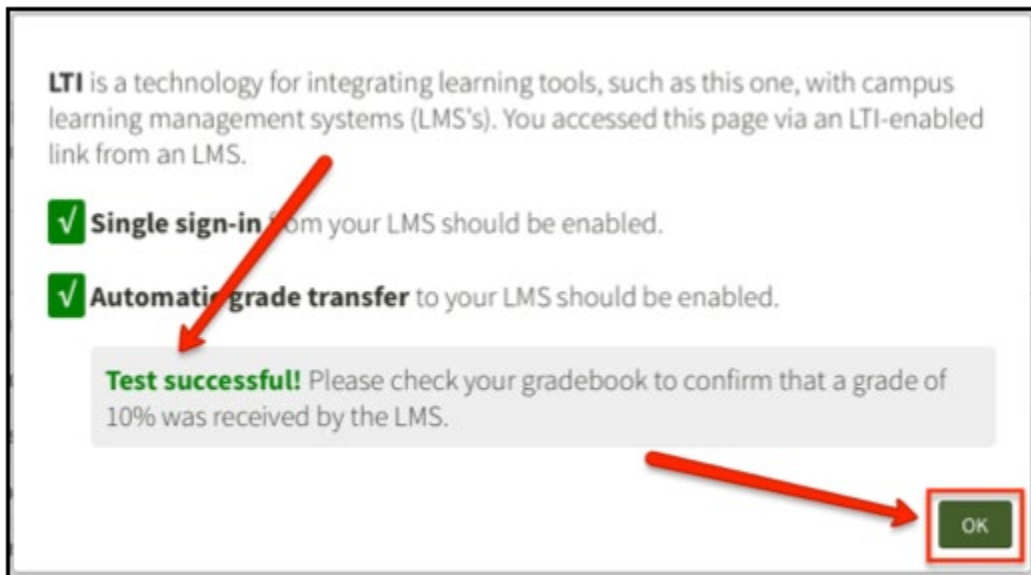
- ✓ **Single sign-in** from your LMS should be enabled.
- ? At least one parameter needed for **automatic grade transfer** is not available. However, you're viewing this page as instructor, and most LMS's do not provide these parameters for instructor accounts. Please try switching to student view, or logging in as an actual student in the LMS.

OK

9. Click on the green checkmark icon next to **Automatic grade transfer**, then click **OK** in the confirmation message pop-up window to send a test grade back to your Blackboard course.

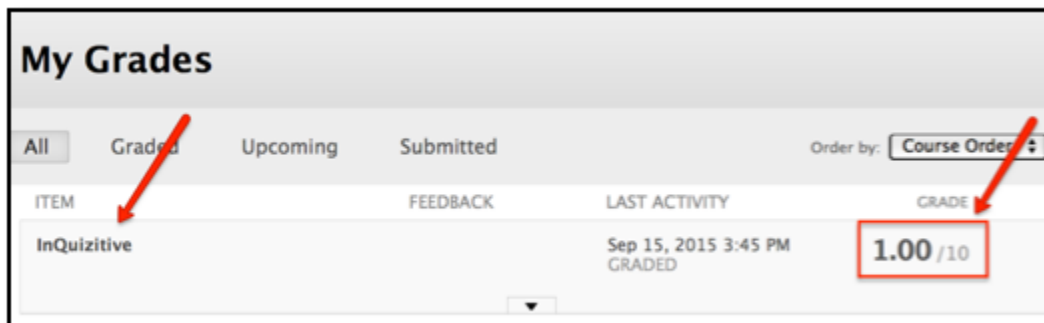


10. Confirm that a Test Successful! message appeared below Automatic Grade Transfer. Click **OK** in the box to continue.



11. Switch back to the browser tab with your course and verify a grade of 10% appears for the Norton activity in **My Grades** (depending on the point value you assigned to this activity in step 8, the numerical value of this grade may differ).

12. If you did *not* see a Test Successful! message, or the grade did not appear in **My Grades**, [Click Here](#) or go to **Reporting error messages**,



below.

13. Close the browser tab with the Norton product launch page

14. You should now exit student view or log out of the student account. The link is ready for use by your students. [Click Here](#) for additional instructor suggestions or go to **Next steps**, below.



Student Access Instructions

- Login into Blackboard
- Click on Norton Course InQuizitive materials Links in your course
- Read and Accept the terms of use and Privacy policy
- Register
- For codeless access, always access Norton content from your Blackboard Course.

<https://wnnorton.knowledgeowl.com/help/fdoc#blackboard-inclusive-access>

<https://wnnorton.knowledgeowl.com/help/fdoc#how-to-register-for-inquizitive-with-blackboard>

Knowledge Base

<https://wnnorton.knowledgeowl.com/help>

Support Channel

LTIsupport@wnnorton.com

Self Help: <https://wnnorton.knowledgeowl.com/help>

Submit a Ticket: <https://support.wnnorton.com/request>

Courseware – MacMillan Sapling Learning, Achieve, Fliplt, Hayden-McNeil Platform

Sapling Learning, Achieve, Fliplt, Hayden-McNeil Online Courses

Publisher

MacMillan Learning

Campus/Faculty Integration/Setup Instructions

Blackboard

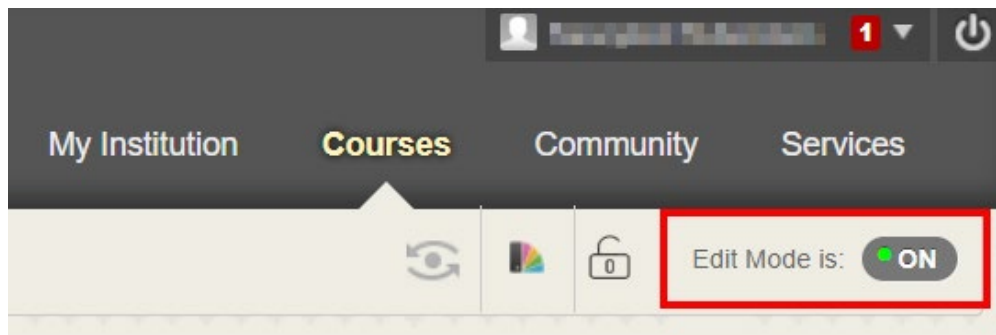
<https://macmillan.force.com/macmillanlearning/s/article/Instructor-set-up-of-basic-LTI-integration-with-Blackboard>

With this basic LTI connection instructors can link their Blackboard course to these Macmillan Learning products: Achieve, FlipIt Econ, FlipIt Physics, Hayden-McNeil Online Courses, and Sapling Learning (Higher Ed only).

Please note that this basic LTI tool connection is distinguished from Macmillan Learning's Deep Integration for Achieve, iClicker Cloud, LaunchPad, and Sapling Learning, which uses Blackboard's Partner Cloud Building Block.

- Go Enter your course and turn "Edit Mode" on

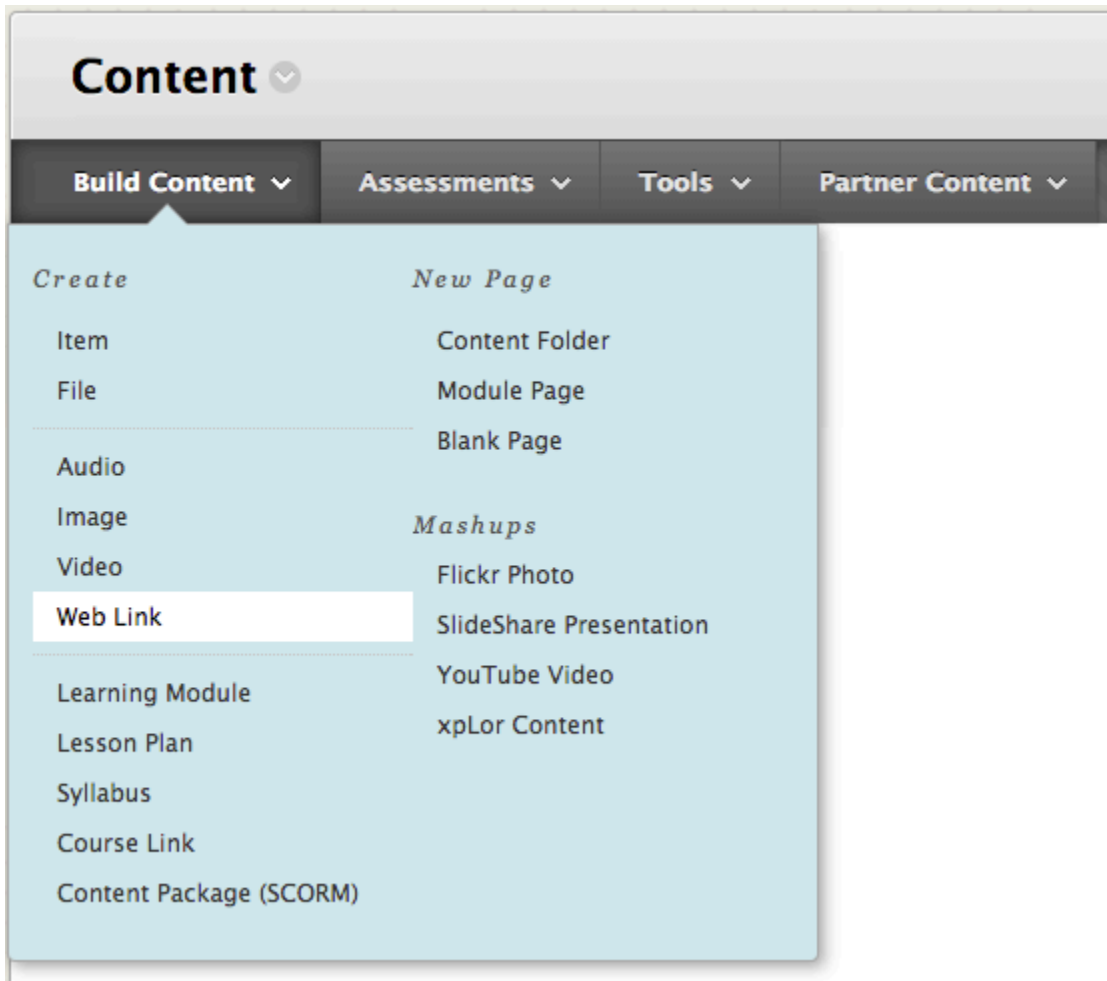
-



-

Add web link to desired course section

- Choose the portion of your course where you would like to insert your Macmillan Learning course link. Here we've chosen **Content**. Then choose **Build Content > Web Link**.



- Name the **Web Link** something that your students will recognize as the way to access their Macmillan Learning course.
- Use the **URL** provided by your Macmillan Learning customer support contact. To ensure that you're using the correct URL, note the format for each of the Macmillan Learning products below, where **XXXXXX** is the unique ID for your Macmillan Learning course.
- Achieve:
<https://gateway.mnv-tech.com/v1/launch/LTI11/Achieve/Launch?courseid=XXXXXX&tooltype=course>
- Flipt Econ / Flipt Physics:
<https://gateway.mnv-tech.com/v1/launch/LTI11/Flipt/Launch?courseid=XXXXXX>
- Sapling Learning: Please contact your Client Success Specialist.
- Hayden-McNeil Online Courses: Refer to the course delivery e-mail.
- Check the checkbox for **This link is to a Tool Provider**.

-

WEB LINK INFORMATION

* Name

1

* URL

2

For example, <http://www.myschool.edu/>

3 This link is to a Tool Provider. [What's a Tool Provider?](#)


- Use the **Key** and **Secret** provided by your Macmillan Learning customer support contact.

-

This link is to a Tool Provider. [What's a Tool Provider?](#)

Either this provider has never been configured on this system before, or requires each link given to you by the Tool Provider, or leave it blank. If you leave it blank then the system will not work for users until that happens so you may wish to make it unavailable.

Key	<input type="text" value="3be48bc20f689818"/>
Secret	<input type="text" value="49d8cc9b7e20e573c59a"/>



-

If you would like to send a grade directly from your Macmillan Learning course to your Blackboard course, you must set **Enable Evaluation** to **Yes** and include the number of points you would like your Macmillan Learning activity to be worth. To **Enable Evaluation** after a content item is built, click on the downward arrow or **v** next to the content item **Homework** and click **Edit**.

-

Enable Evaluation Yes No

To set additional evaluation options, use the Column settings in the Grade Center

* Points Possible

- Do not enter any text into the **Description** field.

-

DESCRIPTION

Text

Leave blank

T **T** **T** Arial 3 (12pt) **T** ☰ ☷ ✓ 🔗 ↺

Path: p

-

Choose **Yes** for the web link option **Open in a New Window**.

-

WEB LINK OPTIONS

Open in New Window Yes No

- Be sure to click **Submit** to save your changes.

-

*Click **Submit** to proceed. Click **Cancel** to go back.*

Cancel

Submit

Student Access Instructions

<https://macmillan.force.com/macmillanlearning/s/article/Sapling-Learning-Student-Single-Sign-On>

- Follow the Sapling Learning link from your instructor's course page.
- If you already have a Macmillan Learning account, you can log in with your existing credentials and skip to step 4. Otherwise:
- Create your password and set all three security questions.
- Start typing in your institution to select from the options that appear in the Primary Institution or School name field.
- Accept the terms of use and click "Sign Up".

- Check your email for the confirmation link to complete your registration and return to the login page.
- You've been automatically enrolled into the appropriate homework course on Sapling Learning and will be directed to your course page

Knowledge Base

www.macmillanlearning.com

<https://www.macmillanlearning.com/college/us/contact-us>

Support Channel

Student/Instructor Support: 800.936.6899

<https://www.macmillanlearning.com/college/us/contact-us>

<https://macmillan.force.com/macmillanlearning/s/>

Contact Support: <https://macmillan.force.com/macmillanlearning/s/contactsupport>

Courseware – Elsevier Evolve

Platform

Evolve

Publisher

Elsevier

Campus/Faculty Integration/Setup Instructions

Blackboard

<https://evolve.elsevier.com/education/training/evolve-link/adding-evolve-content-to-blackboard-learn/>

<https://evolve.elsevier.com/education/wp-content/uploads/sites/2/Evolve-Link-Adding-Evolve-Content-to-Blackboard-Learn.pdf>

Evolve Link: Adding Evolve content to Blackboard Learn

- Enter Course
- Select **Content** from courses homepage.
- Hover over Tools.
- click **Evolve Link**
- Provide the link a name [**Evolve Link**]
- Check the radio button **No** next to **Permit Users to View this Content** > click **Submit**
- Click the newly created **Evolve Link Tool**
- Click **Launch**
- On My Content page/list find the product in which you want to link. **Click Create** Link next to the desired product or content.

- Click **Copy URL**
- Back in your Blackboard Learn Content page, hover over Build Content>Click **Web Link**
- Complete steps to add web link:
 - Enter the **Name**
 - Paste the copied **URL**
 - Click the checkbox next to **This link is a Tool Provider.**
- Click **Submit**
- Click **on the newly created link**
- Click **Launch**

Student Access Instructions

- Log into Blackboard
- Navigate to your instructors' course and locate the link for Evolve.

[https://supportcontent.elsevier.com/RightNow%20Next%20Gen/Evolve/28429/Access Blackboard.pdf](https://supportcontent.elsevier.com/RightNow%20Next%20Gen/Evolve/28429/Access%20Blackboard.pdf)

Knowledge Base

<https://service.elsevier.com/app/overview/evolve/>

Support Channel

<https://service.elsevier.com/app/contact/supporthub/evolve/>

- Email tab
- Chat support

Phone

Monday-Sunday 6am-12am CST

- 800.222.9570

Courseware – Kendall Hunt GRL Content

Platform

Great River Learning (GRL) Content

Publisher

Kendall Hunt

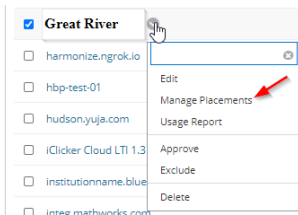
Campus/Faculty Integration/Setup Instructions

Blackboard

LTI 1.3 Integration Great River Learning

Manage the placement of your LTI 1.3 Link

- Locate your LTI Tool Provider (**Great River** in this example) in the listing and click on the downward facing arrow to display a menu and click on the **Manage Placements** link.



- On the **Manage Placements** screen, click **Create Placement**.
- Fill out the **Label** and **Handle** fields with information that will help you identify the newly created placement. (ex: **Content LTI 1.3 - Placement**)
- Scroll down to the **Type** field and select **Course content tool & Allows grading**. Then paste this URL <https://www.grlcontent.com/wc3LtiRedirect> into the **Target Link URI** field then click **submit**

Create Placement
The provider specified will always be available through the Create URL workflow. Set the options below if you want this provider to also appear by name to Course Builders and Instructors.

* Indicates a required field.

PLACEMENT INFORMATION

Label
The label that displays in the course

Description

Character count: 0

Handle
Uniquely identifies the placement

Availability Yes No
Make placement available to course builders and instructors

Type
Placement Type determines where this tool appears in Blackboard Learn. The tool can be placed in a course or made available for specific users. Learn more about placement types.

Deep Linking content tool
 Allow student access

Course content tool
 Allows grading

Course tool
 Allow student access

System tool
 Administrator tool
 Base navigation tool
 Course navigation tool

Launch in New Window

Icon Upload a custom icon that will be shown in the course. The size of the icon should be 50 by 50 pixels.

TOOL PROVIDER INFORMATION

Enter the Tool Provider Information. The Tool Provider URL must be located on one of the configured host names.

Target Link URI

Tool Provider Custom Parameters

Enter any custom parameters required by the tool provider. Parameters must each be on their own line and be entered in "name=value" format.

Click Submit to proceed.

Email Great River Learning

Please email integrate@greatriverlearning.com after you have completed the LTI Integration with Great River Learning. Once we receive your email, we can begin working with the teacher/author to pair their course grade book(s) & assignments.

Email Subject: <School Name>: Blackboard Integration with GRLCONTENT

Email Body: The Blackboard integration with Great River Learning is complete.

Also include the following information:

- Your name & email address
- School Name
- Course Name
- Section Name
- Instructor Name

Send Email to the following:

- **To:** integrate@greatriverlearning.com
- **CC:** Email address of the courses instructor teaching the course
- **CC:** Email address of the person at Great River Learning that requested you set up the Black Board LTI Integration

Student Access Instructions

Student Steps to Activate your GRLCONTENT Grades within BlackBoard

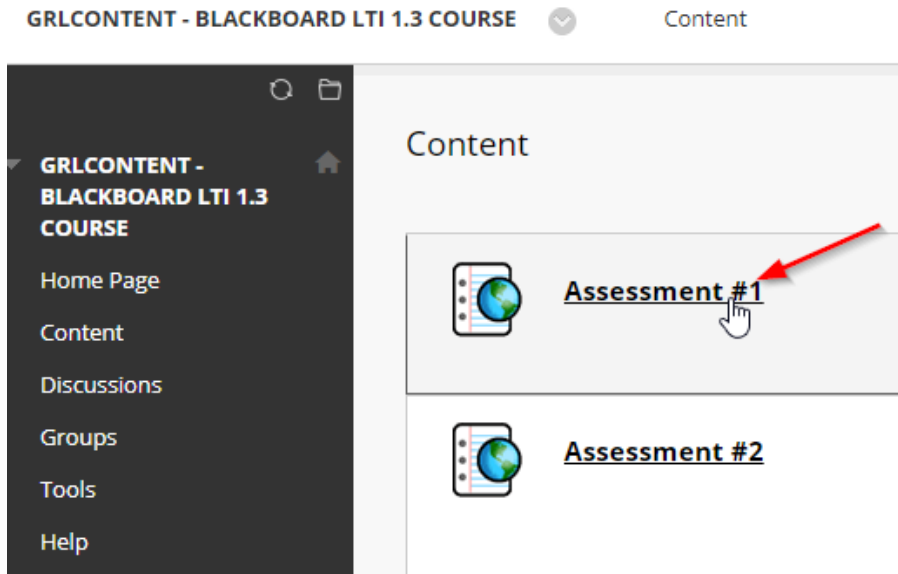
How to activate your GRLCONTENT publication grades in BlackBoard

PREPARATION FOR PAIRING NOTES:

- Make sure you fully log out of the GRLCONTENT before logging into BLACKBOARD to launch an assignment that will pair your accounts.
 - If you are using **SAFARI**, try using **Chrome** –or **Edge** as the following instructions need to be followed for **Safari**.
 - We have found what the issue is and it appears to be a known issue with using SSO on Safari. One of the default settings on Safari browsers is to prevent Cookies from third parties, which we require in order to log a student to log in. If students want to be able to access the site through BlackBoard using Safari, they can follow these instructions:
<https://www.whatismybrowser.com/guides/how-to-enable-cookies/safari>
-

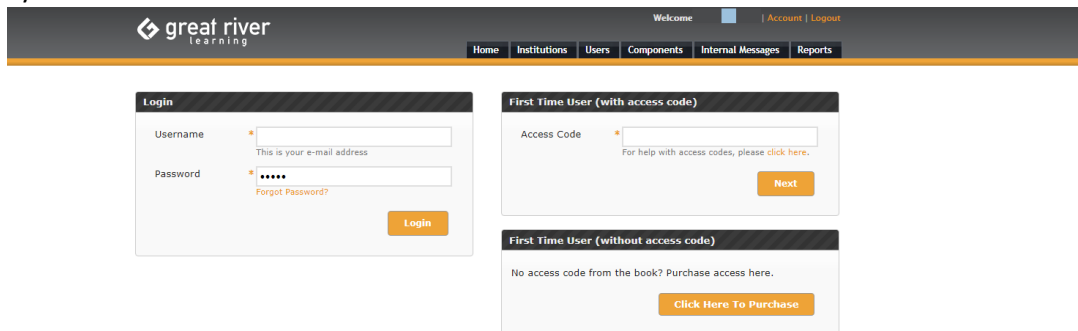
ACCOUNT PAIRING INSTRUCTIONS:

- Click to load an Assignment in a new window to launch into GRLCONTENT. Go into the Assignments page and click on an assignment. Syllabus Quiz in this example.



This will take you into the GRLCONTENT publication

- ✚ **'If' your BlackBoard email address MATCHES your GRLCONTENT email address**, you will automatically be signed into GRLCONTENT.
- ✚ **'If' your BLACKBOARD email address DOES NOT MATCH your GRLCONTENT email address**, you need to log into GRLCONTENT with your GRLCONTENT email address & password when the following screen displays. After your first successful login, you will no longer be prompted for your credentials.

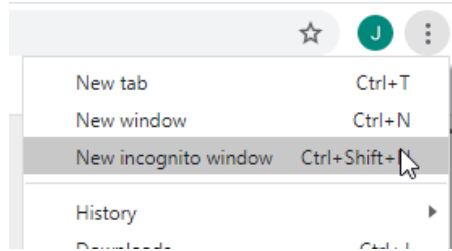


- After you complete these steps, your BLACKBOARD user account will be paired with your GRLCONTENT publication user account.

If you have any problems, please follow the additional steps noted below!

PLEASE TRY THESE STEPS IF YOUR ACCOUNTS DO NOT PAIR AFTER FROLOWING THE INSTRUCTIONS ABOVE:

1. If your browser is set to auto-login via your browser, turn that setting off.
2. Try launching your browser into **Incognito** mode



3. Try using a different computer if one is available to you. There may be an issue with your specific computer settings preventing you from pairing.

If you **CANNOT** successfully pair your accounts, please contact websupport@greatrivierlearning.com

Knowledge Base

<https://www.greatrivierlearning.com/>

Support Channel

integrate@greatrivierlearning.com

websupport@greatrivierlearning.com

800.344.9051

Courseware – Sage Vantage

Platform

Vantage

Publisher

Sage

Campus/Faculty Integration/Setup Instructions

Blackboard

[SAGE Vantage: Instructor Implementation Guide](#)

[Single Vantage Link](#)

- Open Blackboard course
- Move to area to place link in textbook area or content
- Click on build content
- Choose Sage Vantage LTI tool provider
- See menu for all Vantage courses and click on the one you wish to tie to it. Select section you want.
- Click on link to Course check box then Continue
- Confirmation screen and continue again.
- Back in Blackboard hit refresh in the Blackboard/black area of navigation link.
- Then you see the course dashboard link. You can edit this to name it and make it more student friendly.
 - Scroll down and confirm and click yes to **Open in New window**
 - Click yes to **Permit: users to view this content.**
 - **Click Submit**

- **Link takes student to Vantage Dashboard.**

[How to Copy your course with Vantage links](#)

Student Access Instructions

[Help Documentation for Students PDF](#)

- Access Sage Vantage through a Vantage link within the LMS
- Look for something like “Click Here to access Sage Vantage” in LMS or dashboard.
- Complete the registration process.
- Click Go to My course under the Material and Access should be provided.

Knowledge Base

<https://sagevantage.softwareassist.com/>

Support Channel

<https://sagevantage.softwareassist.com/>

Technical Support 800.8181.7243 ext. 7080

OIT Help Desk

<https://www.tamtu.edu/oit/facultystaff/helpdesk.shtml>

helpdesk@tamtu.edu

956.326.2310

Bookstore Customer Support

2167mgr@follett.com

956.326.2080