First Day® Complete Faculty Kickoff Guide

The bookstore will provide each student with a convenient package for physical books and digital materials will be delivered directly to the LMS. This guide will assist you with making sure the digital materials are available for your students to access.

4 Weeks Before Class Starts:

1. Ensure that the Barnes & Noble College *Course Materials* link is installed so students can access their digital course materials. If your Canvas Admin did not install the *Course Materials* link for you, please follow the instructions below under *Canvas External Tool Configuration*.

2. Make sure you have completed the course setup/pairing for your digital courseware products. If you need assistance, please contact your publisher representative.

Merged courses can cause student access issues. If you are merging your courses within Canvas, please let your bookstore manager know ASAP.

3. Please add the below student instructions to your syllabus and Canvas course.

Student Instructions:

This course is part of the campus' course material delivery program. The digital required materials for this course have been integrated with Canvas and can be found in the Course Materials link in your Canvas course. Please sign into Canvas to access your course and course materials.

Setup Course Materials Link Tutorial

https://vimeo.com/303360564

Setup for "Course Materials" Link

Canvas External Tool Configuration

Any courses that are using digital courseware materials, will need to include a *Course Materials* link in Canvas so that students can access their materials. If the *Course Materials* link has not already been added by your Admin, please follow the instructions below for setup. (**Note:** Your LMS may have slight variations in these steps or naming.)

Steps

1. Log into Canvas with your instructor username and password and navigate to the course that requires the Course Materials link.
2. Click **Settings** from the left-hand navigation.
    a. If Settings is not available, make sure that you are in the course as a teacher. Once you are, Settings will appear.
3. Click the **Navigation** tab, and scroll down to the hidden items, at the bottom of the list.

Steps

4. Look for **Course Materials** in the list.
5. Click and hold **Course Materials** and drag it up to the list of active navigation links.

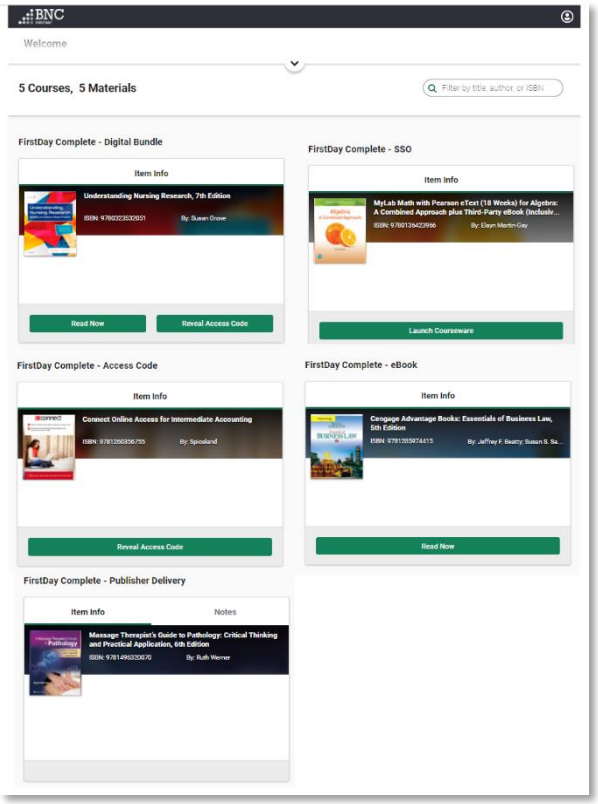
If the **Purchase Course Materials** link is an active navigation link, select it and drag it down to the hidden items, to prevent student confusion for this course only.

6. Click **Save**.
7. The Course Materials link will now be available in the left-hand navigation of your course. You may have to refresh your window to see it.
8. Repeat these steps any additional sections that require the Course Materials link.

Student Experience Publisher Courseware and eTextbook:

Steps

1. Student signs into their LMS to access their course(s).
2. All First Day Complete courses are conveniently located in one link.
3. Student selects their digital course.
4. Various (eBooks, Courseware, Courseware + eBook bundles) content types will be delivered in one link for the student to select.



Student Support:

Customer Care is available to help students with questions about accessing their course material or using their eTextbook. Be sure to share the below information with your students.

> *Customer Care hours of operation are 11pm Sunday – 12am Saturday (Central Time)*
> *Phone assistance is available Monday – Friday, 8am to 8pm (Central Time)*

- Open a ticket Online for the Customer Care team: https://tinyurl.com/customercarerequest
- Email the Customer Care team: bookstorecustomercare@bncollege.com
- Call the Customer Care team: 1-844-9-EBOOKS (1-844-932-6657)

We suggest that students provide Customer Care with their name, school email address, school, course information and screenshots of issue if applicable.

Questions? Contact your Bookstore Manager

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