



UNIVERSITY OF
LOUISVILLE

Customer Service Plan

Fall 2024

Blackboard

Date: 12.07.2023

Version: V1.6

Contents

Campus Program Overview	3
Support Team	3
Support Channel	3
Participating Courses and Pricing	3
Opt-Out Process	4
Add/Drop Process	4
Additional Resources	4
Course Material Overview & Access/Acquisition	5
Digital Course Materials	5
Discover Shelf BryteWave	5
Troubleshooting	9
Courseware- Pearson MyLab/Mastering	10
Courseware- McGraw Connect	11
Courseware- Cengage MindTap	12
Courseware – MacMillan Sapling Learning, Achieve, Flipt, Hayden-McNeil	14

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 Team

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Sara Hamlett

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Bookstore Telephone: [\(502\) 852-6679](tel:5028526679)

Support Channel

Please send inquiries that cannot be addressed by IT Help Desk to the Main Follett Campus Support Email Contact address 1543txt@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 cannot correct then they will escalate to publisher contacts based on situation.

As of Fall 2024, we no longer require an application to participate in the Follett Access Program. If you want to be a part of the Follett Access Program, please check the appropriate check box in the Follett Discover System when adopting your course materials each semester.

Opt-Out Process

Opt-out/In Deadline: Fall 08/27/2024

Email Portal Opt-Out Process

- 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.

URL Portal Opt-Out Process

- Student will follow/click the URL link that has been placed somewhere on the college website or LMS location.
- The student will then be asked to add their email to the site. It should be their Primary .edu email.
- An opt-out email will be sent to that student's email address.
- Student should follow the link in the opt-out email back to the portal from their email they just requested and received.
- 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.
- Opt-Out portal URL: <https://ACCESSPortal.follett.com:443/1543>

Store Customer Support

1543txt@follett.com

Efollett.com

Add/Drop Process

Digital Add/Drop

- Student drops course prior to Last Date to Process Drops. Last Date to Process Drops: **Fall 08/27/2024**
- Follett's system processes digital return and will revoke access to BryteWave/RedShelf product if applicable.
- No action needed by student.

Additional Resources

www.efollett.com

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

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 Gix...)
- BOOK: Adobe Photoshop Classroom in a Book (2020...) (Pearson Technology Gix...)
- 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://brytwave.redshelf.com/>
- Forgot your password or didn't receive your password?
 - Go to: <https://Brytwave.redshelf.com>
 - Select the Log In button in the upper right.
 - Select 'Forgot Password' or navigate to this link: <https://brytwave.redshelf.com/accounts/forgot/>
 - Use your school email address to reset your password.

My Shelf REDEEM ACCESS CODE

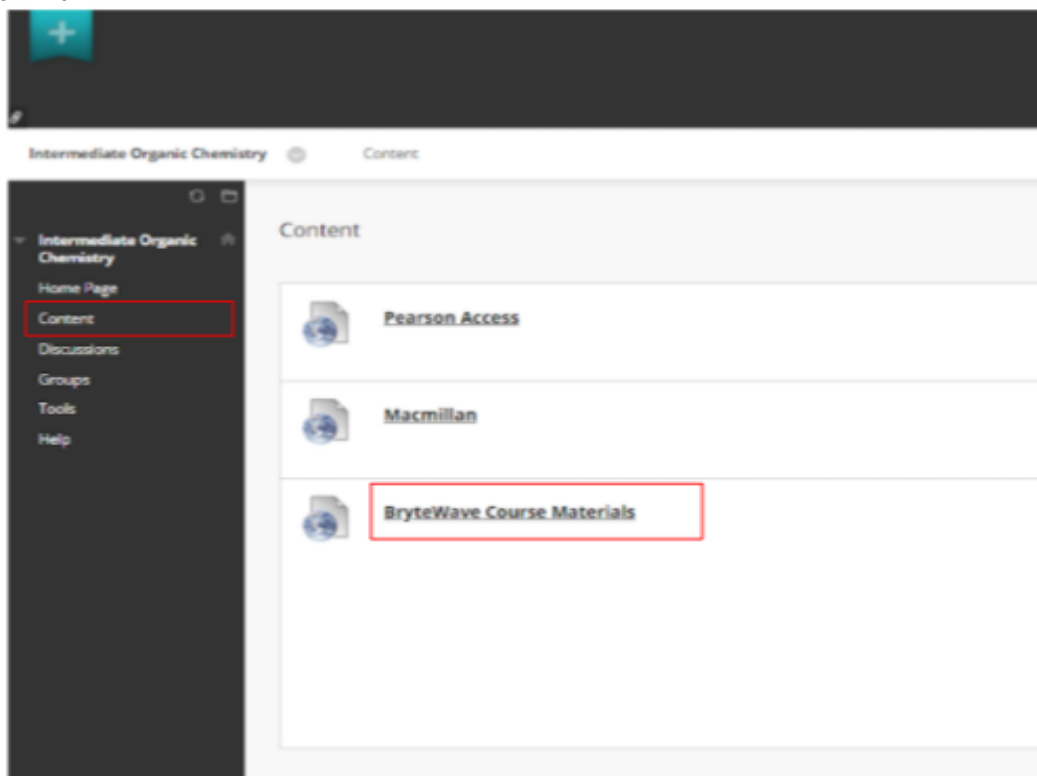
SHOWING 12 OF 12 MATERIALS

Your Materials

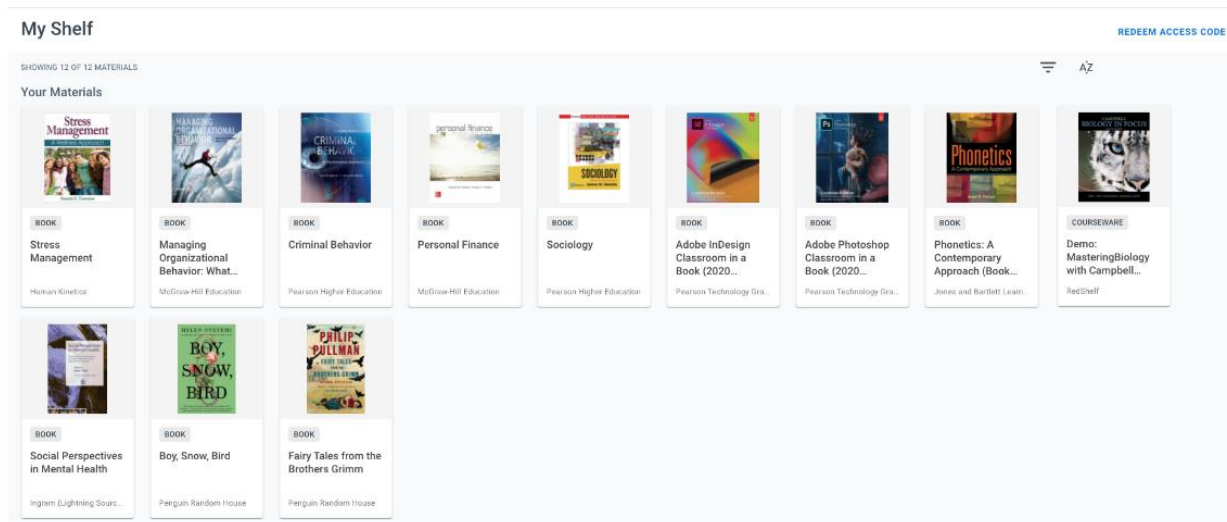
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- BOOK: Managing Organizational Behavior: What... (McGraw-Hill Education)
- BOOK: Criminal Behavior (Pearson Higher Education)
- BOOK: Personal Finance (McGraw-Hill Education)
- BOOK: Sociology (Pearson Higher Education)
- BOOK: Adobe InDesign Classroom in a Book (2020...) (Pearson Technology Gix...)
- BOOK: Adobe Photoshop Classroom in a Book (2020...) (Pearson Technology Gix...)
- BOOK: Phonetics: A Contemporary Approach (Book... (Jones and Bartlett Learn...)
- COURSEWARE: Demo: MasteringBiology with Campbell... (RedShelf)
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- 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.



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

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- 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 – MacMillan Sapling Learning, Achieve, Flipt, Hayden-McNeil Platform

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

Publisher

MacMillan Learning

Campus/Faculty Integration/Setup Instructions

Blackboard

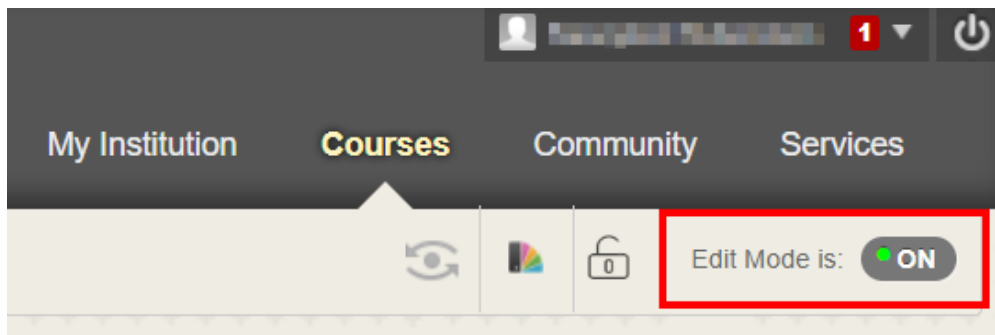
<https://macmillan.force.com/macmillanlearning/s/article/Instructor-set-up-of-basic-LTI-integration-with-Blackboard>

With this basic LTI connection instructors can link their Blackboard course to these Macmillan Learning products: Achieve, Flipt Econ, Flipt 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**

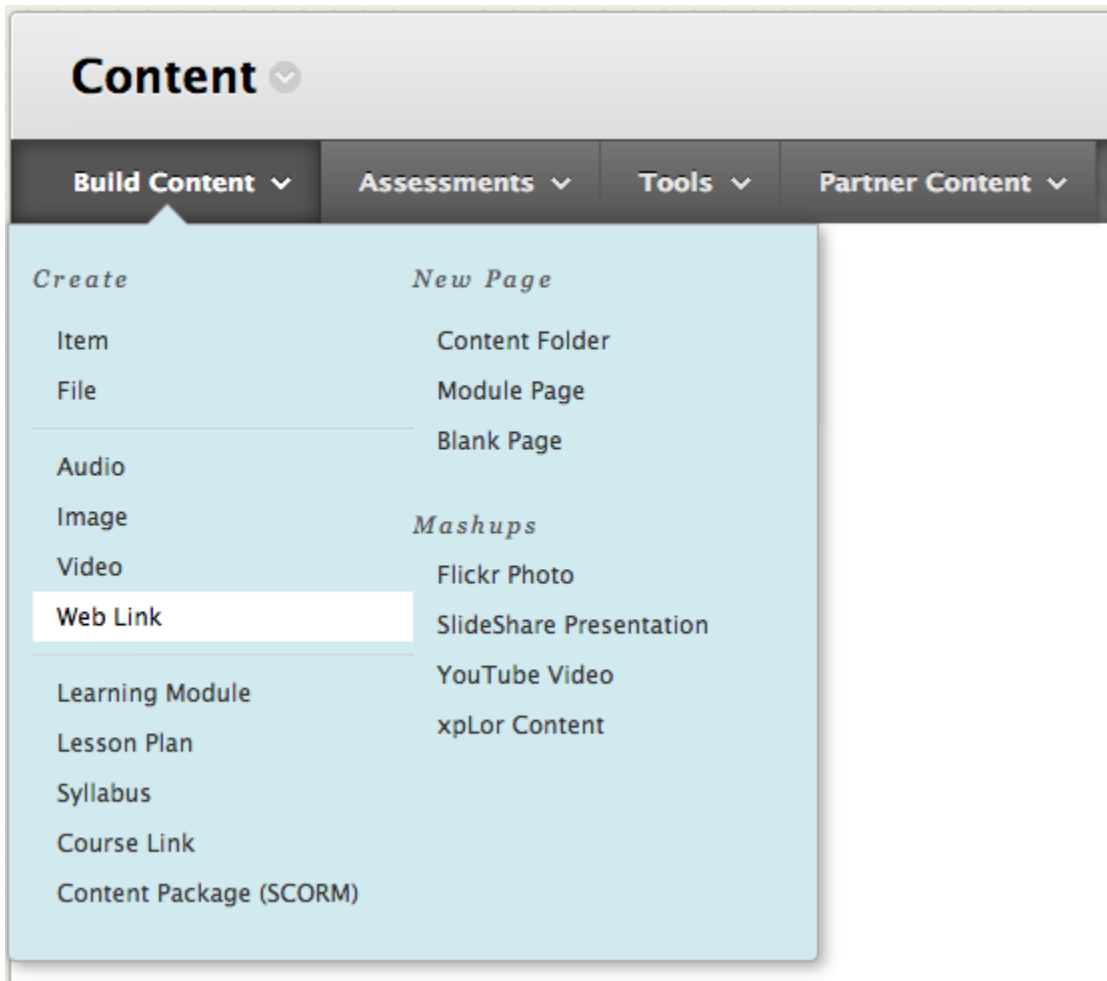
-



-

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>
- FlipIt Econ / FlipIt Physics:
<https://gateway.mnv-tech.com/v1/launch/LTI11/FlipIt/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>