THE BIG BLUE ACCESS COURSE MATERIAL PROGRAM

INFORMATION
A PAGE AT A TIME!

- Program overview
- Review materials
- Resources
- Contact information
- And more!

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The Millikin Online Bookstore: millikin.textbookx.com

HOW THE ONLINE BOOKSTORE WORKS

The Millikin Online Bookstore: millikin.textbookx.com

Collect Materials

Faculty and administrators select and submit the course materials that will be used in class through the bookstore website.

At Millikin University, students don't need to make separate purchases for textbooks — they're included!

Source Materials

The bookstore sources and stocks physical and digital copies of all course materials before the start of the term.

Send Materials

The bookstore ships physical texts to students and emails digital course material access information prior to the first day of class.
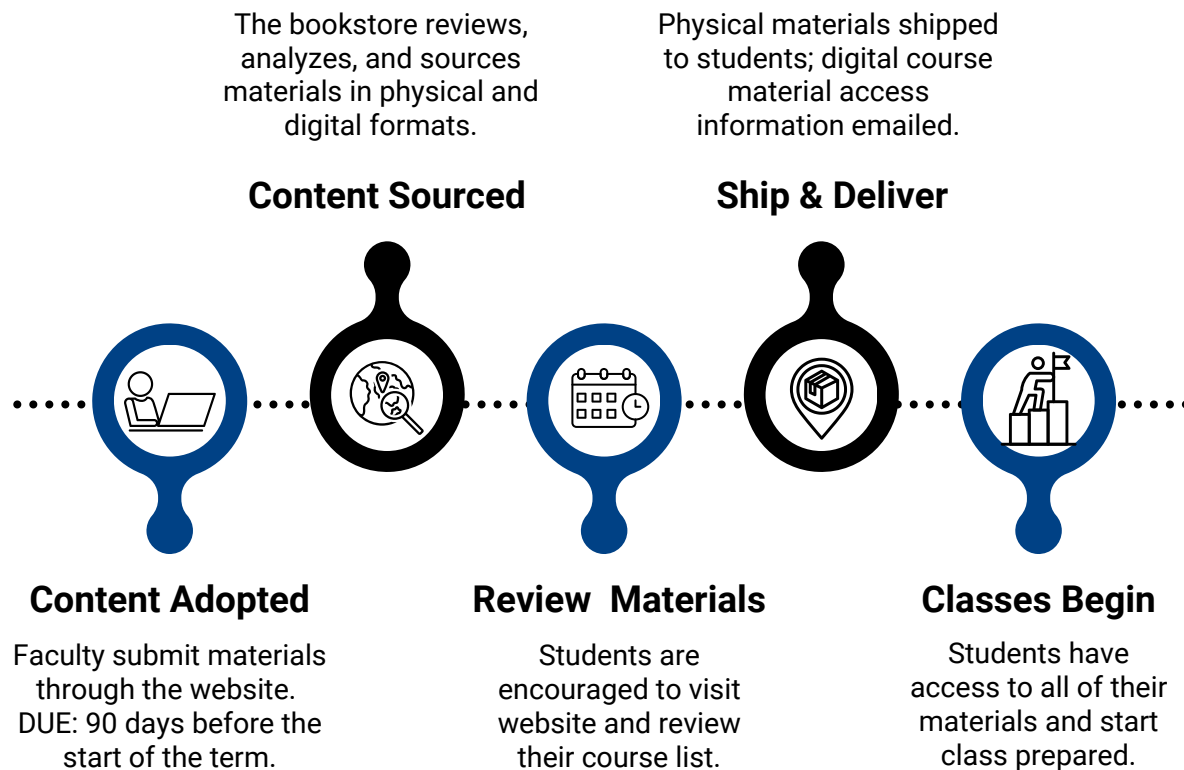
Students Access Materials on Day 1!

Students access their course materials at the start of the term and are prepared to succeed! Students should make sure to check email for digital course materials and important announcements!

TIMELINE

The bookstore reviews, analyzes, and sources materials in physical and digital formats.

Content Sourced

Physical materials shipped to students; digital course material access information emailed.

Ship & Deliver

Content Adopted

Faculty submit materials through the website. DUE: 90 days before the start of the term.

Review Materials

Students are encouraged to visit website and review their course list.

Classes Begin

Students have access to all of their materials and start class prepared.

Program Details:

Q. How much does this cost?

A. The cost is included as a student fee and calculated on a flat fee per student per credit hour, regardless of how much each individual textbook costs.

Q. How is payment processed?

A. Charges are calculated by fee per credit hour. Students will receive a bill from Student Financial Services or to their student account.

Q. Is this a campus-wide program?

A. Yes, all students are included in this program.

Q. Does this cover all terms?

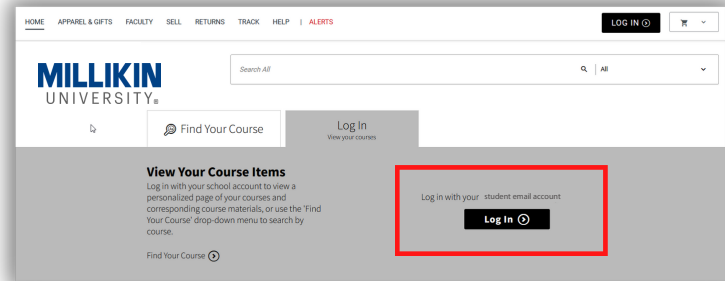A. Yes, all terms are included in the program.

REVIEW YOUR HOMEPAGE

The Millikin Online Bookstore: millikin.textbookx.com

1 **Log In:** Visit the website at millikin.textbookx.com and log in with your myMillikin account to view your personalized homepage.

2 **Review your Course Materials:** Your registered courses and corresponding materials will display on this page. They will be separated by digital and physical format so you know which will be shipped and delivered and which ones you will access online.
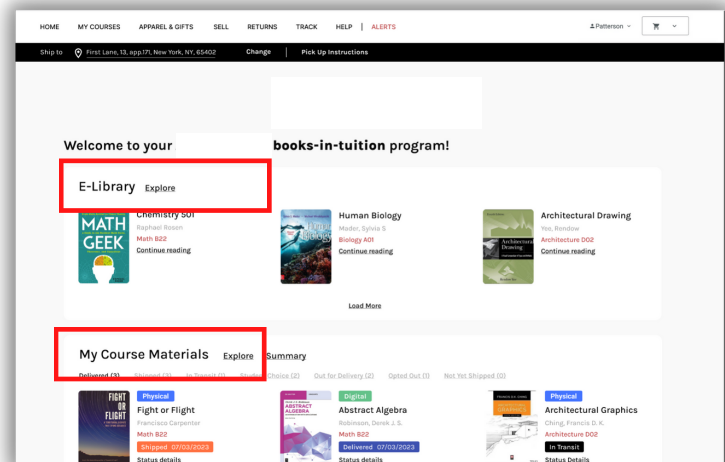
3 **Delivery Location:** Any physical course materials will be shipped to campus. If the option to deliver to your home is offered for future terms, you can change the address on this page.
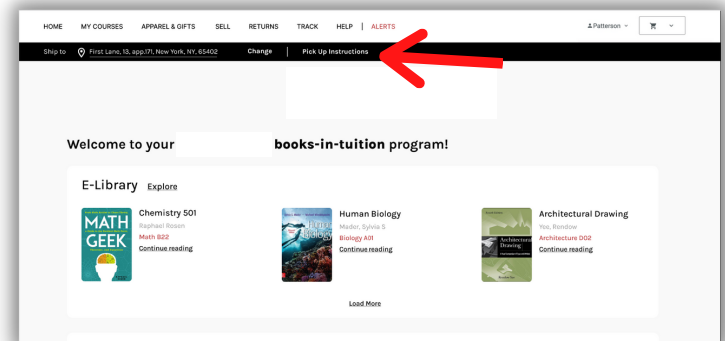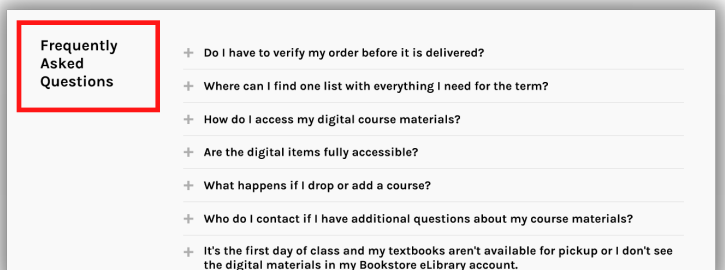
4 **Timeline:** Once your items are sourced by the bookstore, you can review when they will be sent and delivered via your timeline. Scroll down past your course material information to view the timeline.
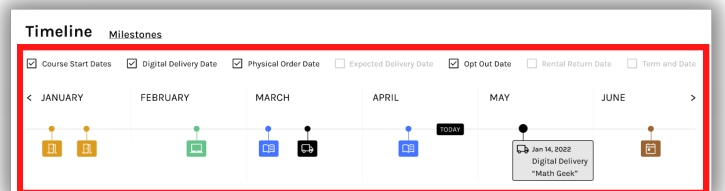
5 **Frequently Asked Questions:** Scroll down to the bottom of the page to view an FAQ with more information.

LEARNER EXPERIENCE (HELP)

The Millikin Online Bookstore: millikin.textbookx.com

LEARNER EXPERIENCE HOURS

REGULAR: 9:00 AM - 5:00 PM per time zone
RUSH: 24/7 support

FALL RUSH: Mid August – Late September
SPRING RUSH: January 1 – Mid February

*Rush dates subject to change based on school's term start dates

CONTACT LEARNER EXPERIENCE

WEBSITE: millikin.textbookx.com/help

PHONE: 1-866-206-6972
Phone calls are typically answered within three minutes, with 70% answered within one minute.

EMAIL: learnerexperience-eea@akademos.com
Emails answered within 48 hours, during peak season we average a response time of 15 hours.

1 Many student questions can be answered on the dynamic help page. Visit the website and log in with your school account to begin. Then click "Help" at the top of the page.

2 Find information about a recent order of yours by selecting "I need help with my order." A list of your orders will appear. Select the one you have a question about. Several prompts will appear, and you can select the one that fits your question.
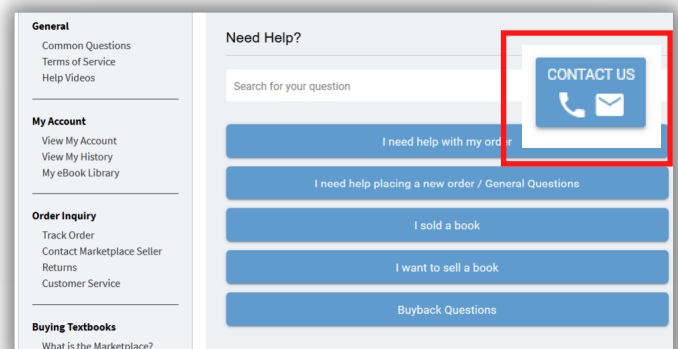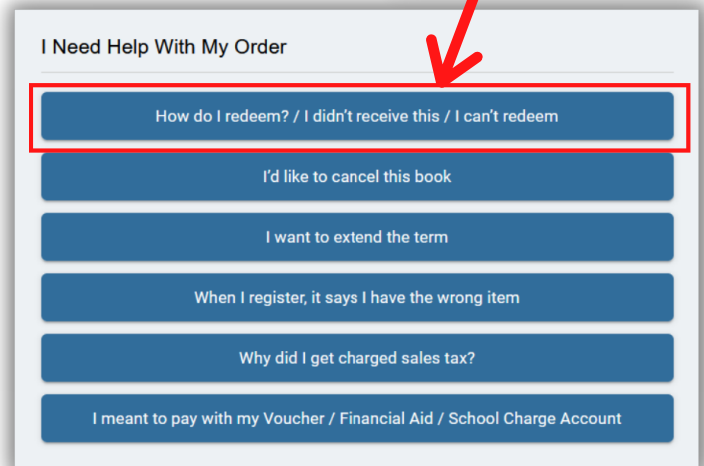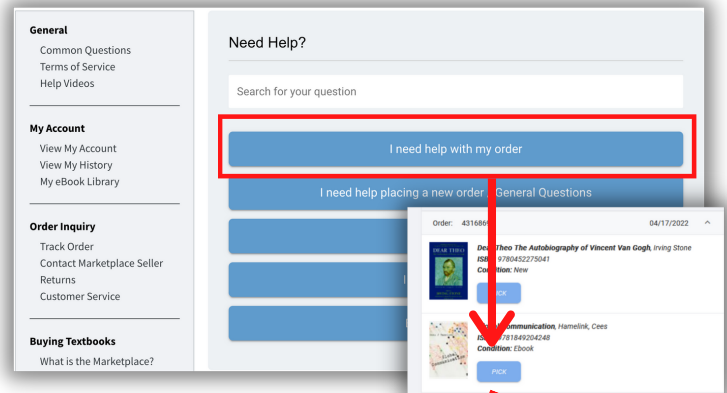
3 Continue to narrow down your question until you find the answer you are looking for.
Examples include:
- How to redeem an ebook
- Tracking
- Return a book
- And more!

4 **Don't Forget:** If you can't find a solution using the tool, you can still contact the Learner Experience team by email or phone by clicking "Contact Us" on the right side of the page.

REVIEW COURSES AND OPT OUT DATES

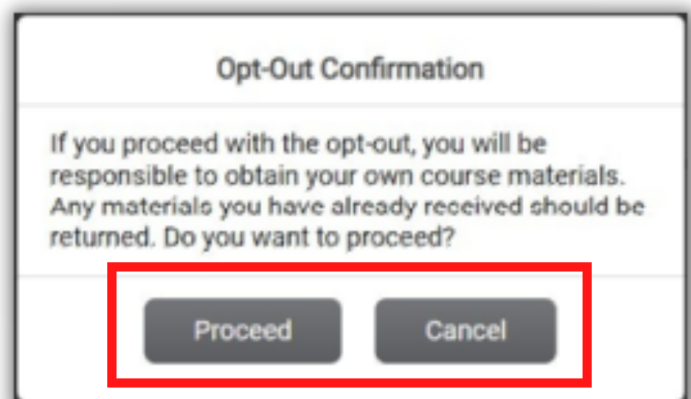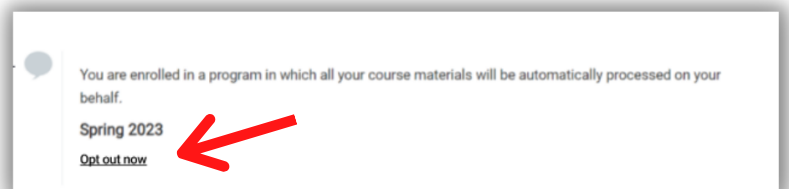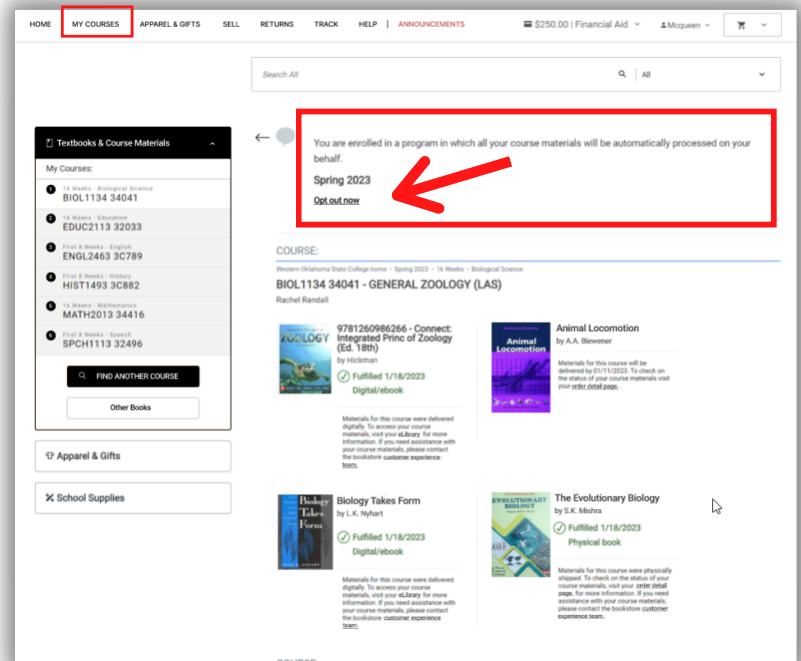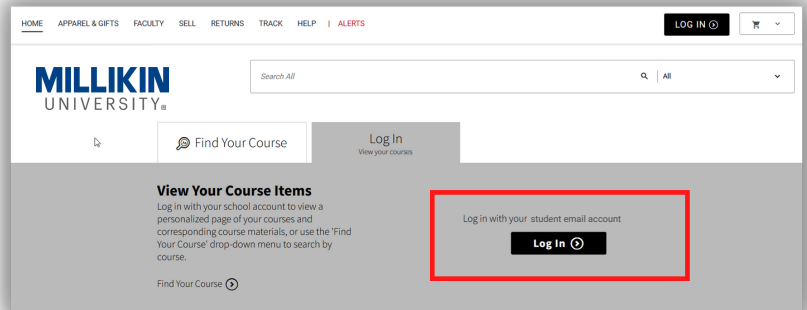## The Millikin Online Bookstore: millikin.textbookx.com

Log in: Visit the website and log in with your myMillikin account to view your personalized page.

Review Courses: Click "MyCourses" on the top of the page to view a list of your upcoming courses and corresponding course materials for the term.

Opt Out/In Due Dates: If you want to opt out of the program, you can do so on this page through the "Opt Out" link at the top of the page.

You can opt in again up until the listed due date. If you opt out, you will be responsible for obtaining course materials on your own. You can choose to buy from other vendors or from the online bookstore on a title-by-title basis. If you choose to order from the bookstore, you can pay with debit, credit, PayPal, Google Pay, or Apple Pay.

Student Support: If you have any questions about opting in or out, contact the bookstore by clicking "Help" at the top of the page and then emailing or calling.

THE ELIBRARY
The Millikin Online Bookstore: millikin.textbookx.com

WHAT IS THE ONLINE BOOKSTORE ELIBRARY?
The eLibrary is where the bookstore keeps a record of all digital course materials that a student has access to. This includes any item provided by the bookstore including:

- eBooks filled through VitalSource
- Publisher Courseware (McGraw Hill, Pearson, Cengage, Connexions, Flat World)
- Subscriptions to Cengage Unlimited or Pearson+
- Courseware via codeless delivery

To visit the eLibrary, students log in with their student account, click on their username located at the top right, and then select "eLibrary."

Each text a student has access to is listed along with title, author, and access information.

ACCESSING DIGITAL COURSE MATERIALS
Instructions differ based on the publisher and item, but the bookstore will email access information, which is also listed in the eLibrary.


TYPES OF DIGITAL COURSE MATERIALS:

VITALSOURCE EBOOKS (VS): Students must access VS materials for the first time through their bookstore eLibrary by clicking "Read Now." Once logged in, the text appears on the VS bookshelf. Links to the texts are also available through a student's Learning Management System (Canvas, Blackboard, D2L, etc.). If students are new to VS, they should create an account with their school email address. If they have used VS in the past, they should access their new materials with their existing account.

COURSEWARE: Courseware from publishers like McGraw Hill, Cengage, or Pearson is accessed through their websites. The eLibrary will have links to the platform as well as unique access codes. *While most courseware access information is emailed, some is physically mailed. Courseware that is mailed will not appear in the eLibrary, but tracking information will be listed under a student's bookstore account.

CENGAGE UNLIMITED OR PEARSON+: Publisher subscriptions are accessed through publisher websites.

CODELESS DELIVERY: Depending on the publisher, materials will either be made available through the LMS, school portal, or access instructions will be provided in class.
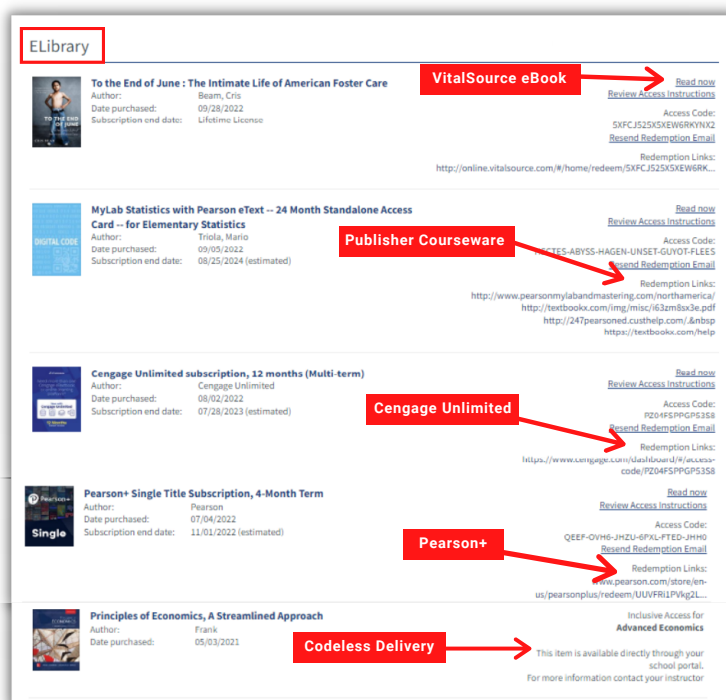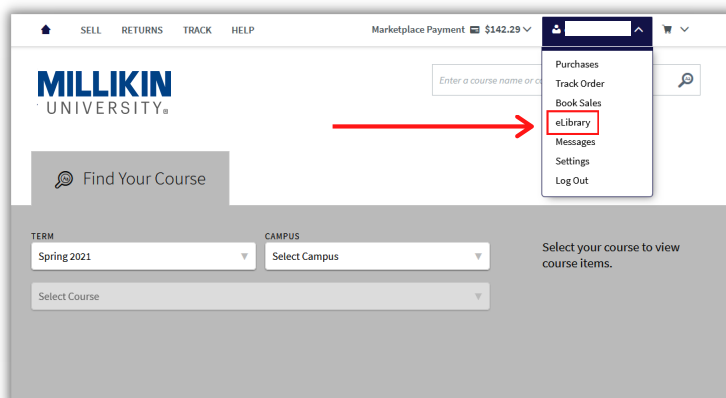
WHAT ARE DIGITAL SUBSCRIPTIONS?

Cengage and Pearson both offer subscriptions to some or all of their digital catalog for one low price.

Akademos/TextbookX partners with these publishers to provide the subscription as part of the course material program. Depending on the need, students will be sent six month OR one year access.

HOW DO STUDENTS ACCESS THEIR SUBSCRIPTION?

Access information is emailed to students and links are also included in their eLibrary account. Students access the subscription through the publisher's website.

If students are new to Cengage or Pearson, they should create an account using their student email address. If they have used a product with that publisher in the past, they should access it with their existing account.

I HAVE A VITALSOURCE EBOOK FROM THE ONLINE BOOKSTORE. NOW WHAT?

VitalSource is a platform for reading digital texts. Most eBooks on the bookstore website will be filled through VitalSource.

Check your student email account for access information. Emails are sent from TextbookX.com. The bookstore will also list access instructions and any redemption codes in your eLibrary account.

TO VISIT THE ELIBRARY:

1. Log into the bookstore with your school account
2. Click on your username at the top right and then select "eLibrary"
3. Review access details for each item you have access to

ACCESS:

Students access VS texts for the first time through their bookstore eLibrary by clicking "Read Now." This will take them to VitalSource where they will either create a new account or log into their existing account if they already have one. Once logged in, the text appears on their VS bookshelf. Links may also be available through a student's LMS account.

Troubleshooting: If clicking "Read Now" does not work, click the "Redemption Link" and follow the same instructions above.

Global Communication
Author: Hamelink, Cees
Date purchased: 04/17/2022
Subscription end date: Lifetime License

Read now
Review Access Instructions
Access Code:
32JEDKXGC3FZJZUJSGQE
Resend Redemption Email
Redemption Links:
http://online.vitalsource.com/#/home/redeem/32JEDKXGC3FZJZUJ...

SPECIAL CASES:

- Sometimes publisher courseware is delivered through VS. When this is set up, students must follow a two-step verification process to access their courseware. Students first go to VS to reveal a code and then go to the publisher website to access the materials.

VITALSOURCE HELP PAGE:

support.vitalsource.com

Help Video:

Getting started with Bookshelf

VitalSource Features

*Get instant access to your eTextbook **PLUS** a full suite of study tools on any device — both online and offline.*

- **Anytime Access:** Download titles and study on the go with 100% offline access.
- **Workbook:** improve focus. Edit notes, add bookmarks, and review key concepts.
- **Margin Notes:** Take annotation in line as you are reading.
- **Global Search:** search across book content and your workbook.
- **Read Aloud:** Listen and follow along as Bookshelf reads to you.
- **Coach Me:** Prep, practice, and focus with this new feature!

COURSEWARE TROUBLESHOOTING

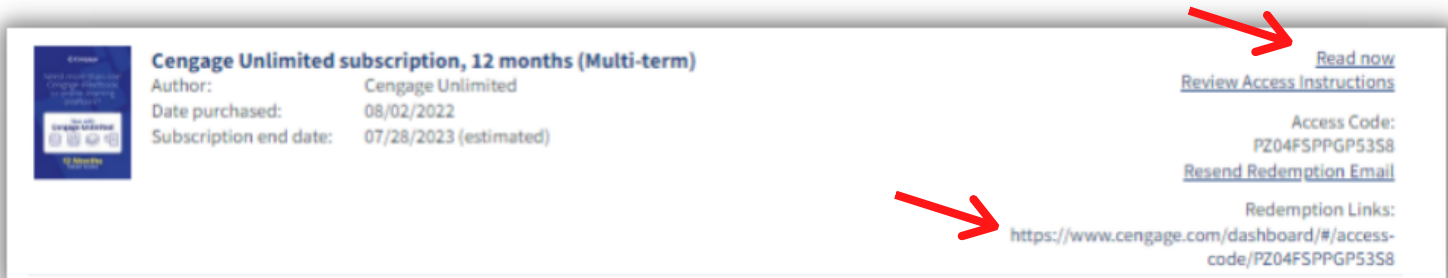## The Millikin Online Bookstore: millikin.textbookx.com

I HAVE DIGITAL COURSEWARE FROM THE ONLINE BOOKSTORE. NOW WHAT?

Supplemental publisher materials includes homework, quizzes, learning tools, etc. These are accessed through a publisher's website and often have unique codes to launch it. Check your student email account for access information. Instructions differ based on the publisher and item, but emails will specify what to do. Emails are sent from TextbookX.com.

Depending on the item, you will be emailed instructions with links to a publisher's digital platform or you will be sent to your bookstore eLibrary for further instructions. The eLibrary lists ALL of the digital materials you have access to.

TO VISIT THE ELIBRARY:

1. Log into the bookstore with your myMillikin account
2. Click on your username at the top right and then select "eLibrary"
3. Review access details for each item you have access to

Cengage Unlimited subscription, 12 months (Multi-term)
Author: Cengage Unlimited
Date purchased: 08/02/2022
Subscription end date: 07/28/2023 (estimated)

Read now
Review Access Instructions

Access Code:
PZ04FSPPGP53S8
Resend Redemption Email

Redemption Links:
https://www.cengage.com/dashboard/#/access-code/PZ04FSPPGP53S8

PUBLISHER HELP PAGES

If the bookstore learner experience team can't assist with a problem because they do not have access to the publisher website, they may suggest contacting the publisher.

Publisher: McGraw Hill (Connect, ALEKS, etc.)
mheducation.com/support.html

Publisher: Cengage (MindTap, WebAssign, etc.)
startstrong.cengage.com/

Publisher: Pearson (MyLab, REVEL, etc.)
support.pearson.com/getsupport/s/students

Publisher: Wiley (WileyPlus)
wpsupport.wiley.com/s/

Publisher: MacMillan (Achieve)
mhe.my.site.com/macmillanlearning/s/achieve

Publisher: Norton (InQuizitive)
wwnorton.com/student

Publisher: Flat World
support.flatworldknowledge.com/en/

5 TIPS FOR TROUBLESHOOTING

DIGITAL COURSE MATERIALS

1 | **CAN'T FIND CODE** | Check your email for a message from the bookstore OR check your bookstore eLibrary account for the code and link to publisher website.

2 | **CODE DOESN'T WORK** | There might be an edition mismatch. Contact the bookstore who will work with the publisher and professor to review.

3 | **MISSING COURSE CODE** | To launch courseware, professors must create and then provide students with a course code. Contact the professor for the code.

4 | **CODE ALREADY ACCESSED** | If a student has an existing publisher access account, the materials might be under that account. Contact the publisher help team.

5 | **CODE ISN'T REVEALED** | If a code is supposed to be revealed but nothing is showing up, a student's device might be blocking popups. Check and adjust.

ACCESSING COURSEWARE THROUGH VITALSOURCE

The Millikin Online Bookstore: millikin.textbookx.com

ACCESSING COURSEWARE FROM VITALSOURCE (TWO-STEP VERIFICATION):

Some courses include courseware that is delivered by VitalSource (VS) and accessed through a publisher's website. When this happens, there is a two-step verification process that students follow to gain access:

- Students visit their online bookstore eLibrary account to access VS.
- Once in VS, they reveal an access code which is used to launch the materials on the publisher's courseware website.

BOOKSTORE AND VITALSOURCE WEBSITE:

1. Visit the bookstore website and log in with your student account.
2. Click on your username at the top right of the website, then select "eLibrary."
3. Locate the text and click "Read Now." This launches VS, where your text will be listed.
4. Log in with your existing VS account. If you do not have one, you will be prompted to make one with your school email.

*Note: The code listed in the bookstore's eLibrary is for VS, NOT the publisher website.

REVEAL CODE & ACCESS PUBLISHER WEBSITE

1. Once in VS, select the text you want to access and click "Continue Reading." This loads a new page that will include a popup at the top right (if you do not see it, make sure your device is not blocking popups).
2. Click the hyperlinked "here" on the popup and then click "Continue."
3. Click "Reveal access code." **This is the code you need for the publisher's website.**
4. Copy the courseware access code and follow the prompts to redeem it on the publisher's website (this may include entering a course code provided by your professor). *Keep in mind the publisher access code can only be used on the publisher's website, NOT VitalSource.

Note: Codes come in different formats. Pearson codes are 30 characters and look like: ABCDEF-GHIJK-LMNOP-QRSTUV-WXYZA-ABCDE.

QUESTIONS:

If your code is not working, contact the bookstore. If the text edition is incorrect, we will work internally with the publisher and professor to correct it. If the student's publisher account does not match their code (user error) they may have to contact the publisher's customer experience team for further assistance.
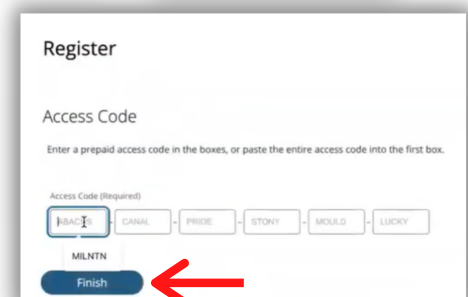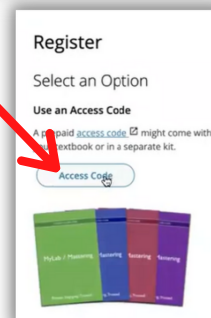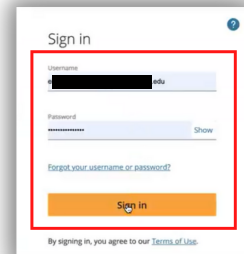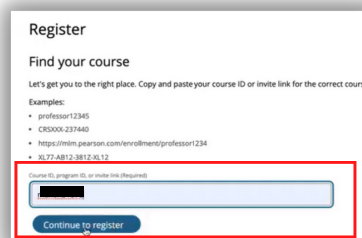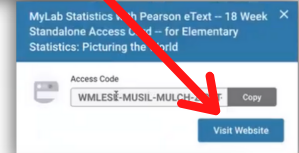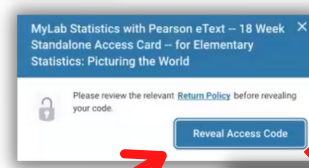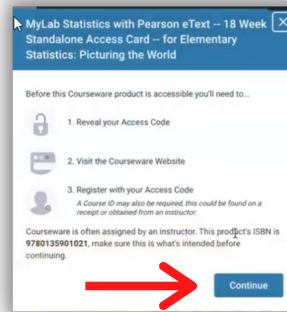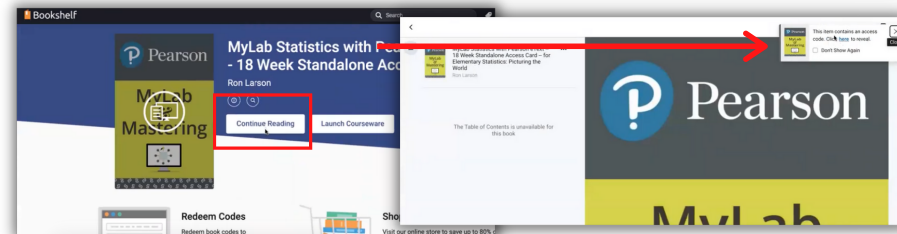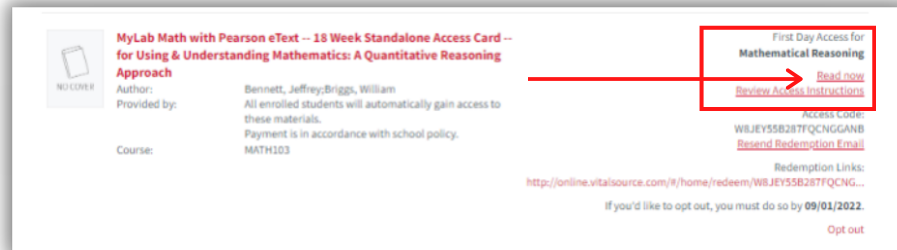
RETURN COURSE MATERIALS

The Millikin Online Bookstore: millikin.textbookx.com

WHAT HAPPENS IF I DROP OR ADD A COURSE?

Adding a class: The bookstore will continually check for new enrollments in classes up until the add/drop date, so any new materials that are needed will continue to be processed. To check the delivery status, visit your bookstore account and click "Track."

Dropping a class: If physical items were delivered to you, you will receive an email asking you to return the item to the designated campus pickup location.

For digital course materials that have not been accessed, codes will be deactivated and students will no longer have access to the materials. If you have already accessed digital course materials for dropped courses, please contact the learner experience team.

WHAT DO I DO WITH MY RENTALS AT THE END OF THE TERM?

Please make sure to return rental textbooks to the designated campus pickup location. Email reminders will be sent to students leading up to the rental return due date. If materials are not returned or they are damaged to the point where they can't be utilized in the future, students will be charged a fee.

REMEMBER: Return your textbooks to the University Commons at the end of the term.
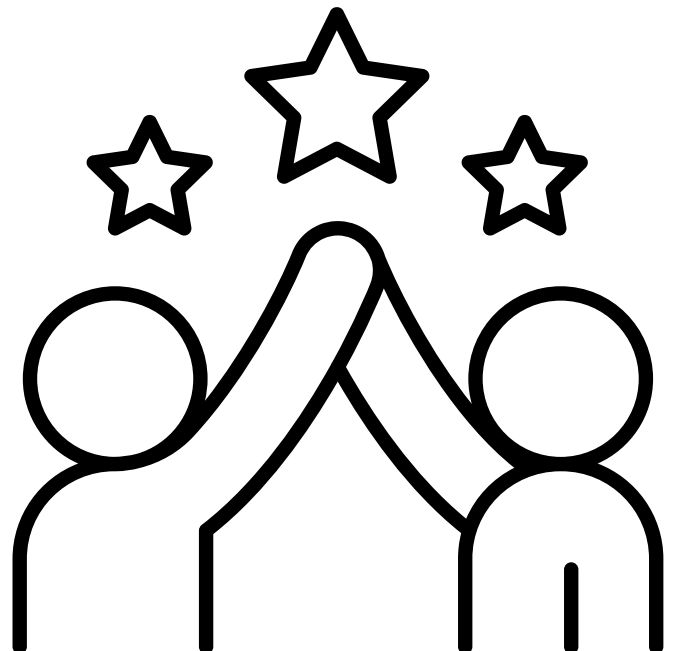
BEGINNING & END OF TERM TIPS

The Millikin Online Bookstore: millikin.textbookx.com

START YOUR TERM STRONG!

1 BOOKMARK THE BOOKSTORE:
While you do not need to take any actions to ensure your materials are delivered, you are encouraged to log into the website 3-4 weeks before classes begin to review your course list.

Extra: Log in with your school account to review a personalized page. The bookstore is integrated with the school's system so it can pull specific information for each student.

2 ADDING OR DROPPING COURSES:
If you add a class, delivery of new materials can be tracked through the website. If you drop a class, return instructions and due dates for any materials that were already delivered will also be listed.

Extra: The bookstore will continually check for new enrollments in classes up until the add/drop date, so any new materials will continue to be processed.

3 STUDENT SUPPORT:
If you have questions about accessing digital materials, picking up physical items, or adding/dropping a course, visit the bookstore's help page to use the dynamic help tool, send an email, or call.

**Extra:** During the back-to-school-season the bookstore is available by phone 24/7!

END OF TERM REMINDERS!

1 RETURNING TEXTBOOKS:
You must return textbooks at the end of the term. Email reminders with instructions will be sent.

Extra: Digital course materials may have limits to how long you can access them. Check your eLibrary for further information. Rentals can be returned to the University Commons.
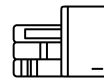
2 NOTE DIGITAL EXPIRATION DATES:
Digital materials have limits on how long you can access them, so make sure to check expiration dates.

Extra: You can review expiration dates in your bookstore eLibrary account. Log into the website, click your username at the top right, and then select "eLibrary" to view access information.

3 BOOKMARK THE BOOKSTORE:
Before the next term begins, make sure to visit the website to review your course list for the next term.

Extra: The website is optimized so you can visit the website on your phone or computer whenever you want!

HOW DO I LOG IN TO SEE MY PERSONALIZED PAGE?
Students should log in with their school account. If you are unable to log in, the bookstore may not be receiving your registration information. Contact the bookstore so they can reach out to the school and confirm your user files. Or try the following:
- Clear your internet cache
- Try logging in from a new browser
- Contact your school's IT student help office

WHAT HAPPENS IF I DROP OR ADD A COURSE?
Adding a class: The bookstore will continually check for new enrollments in classes up until the add/drop date, so any new materials that are needed will continue to be processed. To check the delivery status, visit your bookstore account and click "Track."
Dropping a class: If physical items were delivered to you, you will receive an email that contains a packing slip/label to print and use to send the books back. For digital course materials that have not been accessed, codes will be deactivated and students will no longer have access to the materials. If you have already accessed digital course materials for dropped courses, please contact the bookstore.

WHERE DO I PICK UP MY PHYSICAL BOOKS?
Go to the designated campus pickup location: University Commons.

WHAT HAPPENS IF I DON'T PICK UP MY BOOKS?
The school will send out several notifications reminding you to pick up your books. If you do not pick them up, you will still be charged for the materials. Abandoned items will become property of the school.

HOW DO I ACCESS MY DIGITAL COURSE MATERIALS?
All digital course material access information will be emailed to students on or before the first day of class. Depending on the item, materials will be available through a student's LMS account, a publisher website, or through VitalSource. If you need a reminder about what digital course materials you have access to, visit your eLibrary in your bookstore account to see a master list.

MY PROFESSOR SAYS THAT THE WRONG BOOK WAS LISTED ON THE WEBSITE:
Contact the bookstore. They will reach out internally to confirm with the school and professor what should be assigned and work with you to resolve the issue.

NOTHING IS ASSIGNED ON THE WEBSITE BUT A BOOK IS LISTED ON MY SYLLABUS:
Contact the bookstore. They will reach out internally to confirm with the professor what should be assigned.