

JagPack Faculty Kickoff Guide

This guide will assist you with making sure the digital materials are available for your students.

If you selected physical copies of your textbook, the bookstore will provide each student with a convenient package for physical books.

Before Class Starts:

1. Verify that the Barnes & Noble College *JagPack Digital Materials* link is enabled so students can access their digital course materials.
2. Make sure you have paired your digital courseware products with your course. If you need assistance, please contact your publisher representative.



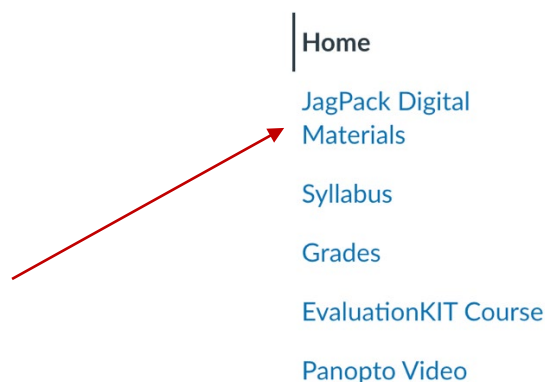
If you have courses with combined / cross-listed sections and students are having access issues with these courses within Canvas, please let your bookstore manager (NChannell@bncollege.com SM8260@bncollege.com) know ASAP.

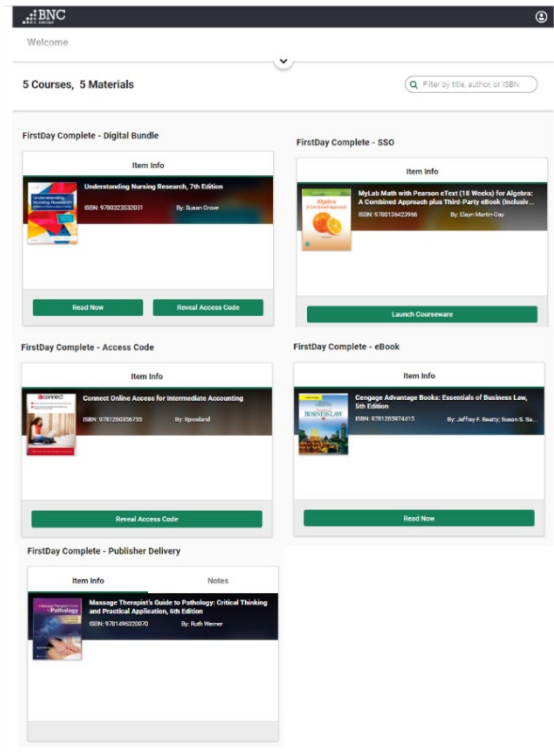
Before publishing your syllabus:

Please add the **student instructions** and the **student support information** below to your syllabus and Canvas course.

Student Instructions:

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





Students will see a screen similar to this:

Courseware that is publisher direct will not have green “read now” button because they will have to view their textbook through the publisher’s link provided by the instructor.

Student Support: (To be added to your syllabus)

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 is available 24 hours a day, seven days a week - 24/7.

- Open a ticket Online for the Customer Care team: <https://tinyurl.com/customercarequest>
- Email the Customer Care team: bookstorecustomer@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:

Noah Channell

NChannell@bncollege.com

SM8260@bncollege.com

Faculty Support

What to do if.....:

- A student opens the JagPack Digital Materials tab and the digital material is not there:
 - Please direct the student to contact the bookstore (SM8260@bncollege.com, NChannell@bncollege.com) as soon as possible to correct this issue. The bookstore can usually fix this within 24 hours.
- A student opens the JagPack Digital Materials tab and sees their digital material, but they cannot open it:
 - Courseware that is publisher direct will not have green “read now” button and will not be able to be accessed through the JagPack Digital Materials tab because it is available through the publisher’s link provided by the instructor.
- You have additional questions, please reach out to the bookstore (SM8260@bncollege.com, NChannell@bncollege.com) and provide your name, school email address, school, course information, **Canvas id (5-digit number at the end of the URL when you open up your class in Canvas)** and screenshots of issue if applicable.
- You open your course and the JagPack Digital Materials link is not on the left hand navigation bar. Please follow the instructions below for setup:

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

Steps

6. Click **Save**.
7. The JagPack Digital 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 for any additional courses that require the JagPack Digital Materials link.
 - [A video of this process is available by clicking this link.](#)