Instant Access Complete Trouble Shooting Tip Sheet

Always use your **CPP email** when registering for VitalSource Bookshelf or publisher hosted content and homework.

Most issues can be resolved by resolving common browser issues.

1. Browser Compatibility: Check your browser to make sure you are using up-to-date versions Chrome (best), Firefox or Safari. **Avoid Microsoft Edge**
2. Browser History Interference: Clearing your browser history then close & reopen your browser and attempt to access materials again.
3. PopUps: Enable pop-ups for the "Reveal Code" button to work properly.

For support for VitalSource ebooks, go to https://support.vitalsource.com/hc/en-us/requests/new and open a ticket, **make sure to identify yourself as a student in an inclusive access program**.

For publisher courseware/online homework access issues, check to see if there are instruction documents in the "Atttachments" tab on your course materials dashboard listing for that class. Also check in Canvas for links to that specific publisher's materials. If checking those sources doesn't help resolve the issue:

- Go to the support pages for that publisher's products. Again, **be sure to identify that you are in an inclusive access program.**
  - Common Publisher Products Support/Information:
    - Cengage: https://startstrong.cengage.com/
    - Pearson:
      - https://support.pearson.com/getsupport/s/
      - https://www.broncobookstore.com/content/d/faculty/IA/2020/Before_Pearson_Tech_Support_F20_CPP.docx
    - McGraw-Hill:
      - https://www.mheducation.com/highered/support/student/connect.html
      - https://www.broncobookstore.com/content/d/faculty/IA/2021_McGrawHill_Connect_Student_pairing_instructions_for_Canvas.pdf
    - Wiley:
      - Student Video: How to Login to NEW WileyPlus through Canvas
      - https://wpsupport.wiley.com/s/
    - WW Norton: https://wwnorton.com/student
    - MacMillan/MPS: https://mhe.my.site.com/macmillanlearning/s/

- EMAIL FDNIA@CPP.EDU with your Bronco ID# and any screenshots of the issue. We will forward to the publisher to escalate the issue, or contact the professor if the professor needs to pair the course in Canvas to that site.
- IN THE MEANTIME: If the publisher offers a trial access period, SIGN UP FOR THAT with your CPP email. Your access for the entire semester will sync with the trial access when the underlying issue is resolved.

For other technical support/ troubleshooting, EMAIL FDNIA@CPP.EDU with your **Bronco ID#** and any **screenshots of the issue**. We will forward to the publisher to escalate the issue.