Electronic Course Materials Handbook

Electronic course materials at Post University take many different forms and are accessed in a variety of ways. This guide is intended to help troubleshoot any issues you may encounter with electronic course materials.

If you are uncertain of the type of electronic materials used in your course, please contact your instructor.

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How to save or print pages in an EBSCO e-book.

1. Open the eBook in the eBook Full Text viewer.
   - Go to the first page of the section of pages you would like to print and click the Save Pages in the tools menu above. The Save Pages to PDF will then display.
2. From the Save Pages Menu, select one of the following:
   - Current Page: Save only the page you are viewing.
   - Current Page and the next XX pages: Enter the number of pages (up to 60) in the field provided.
   - This Section: Select to save the entire section or chapter of the eBook.
3. Select an export option from the following:
   - Save PDF: To save the selected pages to your computer.
   - Send as an E-mail: To e-mail the selected pages as a PDF file to yourself.
4. Open the saved PDF and use the Adobe Print function to print out your saved pages.

Why does a new PDF open each time I turn the page of an EBSCO eBook?

If you can only see the first page of an eBook open in Adobe Reader, or a new PDF is opened each time you turn an eBook page, this is probably due to a setting in Adobe Reader (or your PDF reader.) To correct this, you should change your setting to open PDFs within your web browser's window.

To change this setting in Adobe Reader:

1. Launch Adobe Reader.
2. Click the Edit menu in the top toolbar at the top of Adobe Reader.
3. Select Preferences from the resulting drop-down list.
4. Select Internet in the left-column of the resulting Preferences menu.
5. Mark the check box for Display PDF in browser.
6. Click OK.

eBooks now display in the eBook viewer without displaying individual PDFs for each page.

Note: If you are using Adobe Reader XI, please see the following page for information how to set up your browser to use Adobe products:

http://helpx.adobe.com/acrobat/using/display-pdf-browser-acrobat-xi.html

Contact us for more information
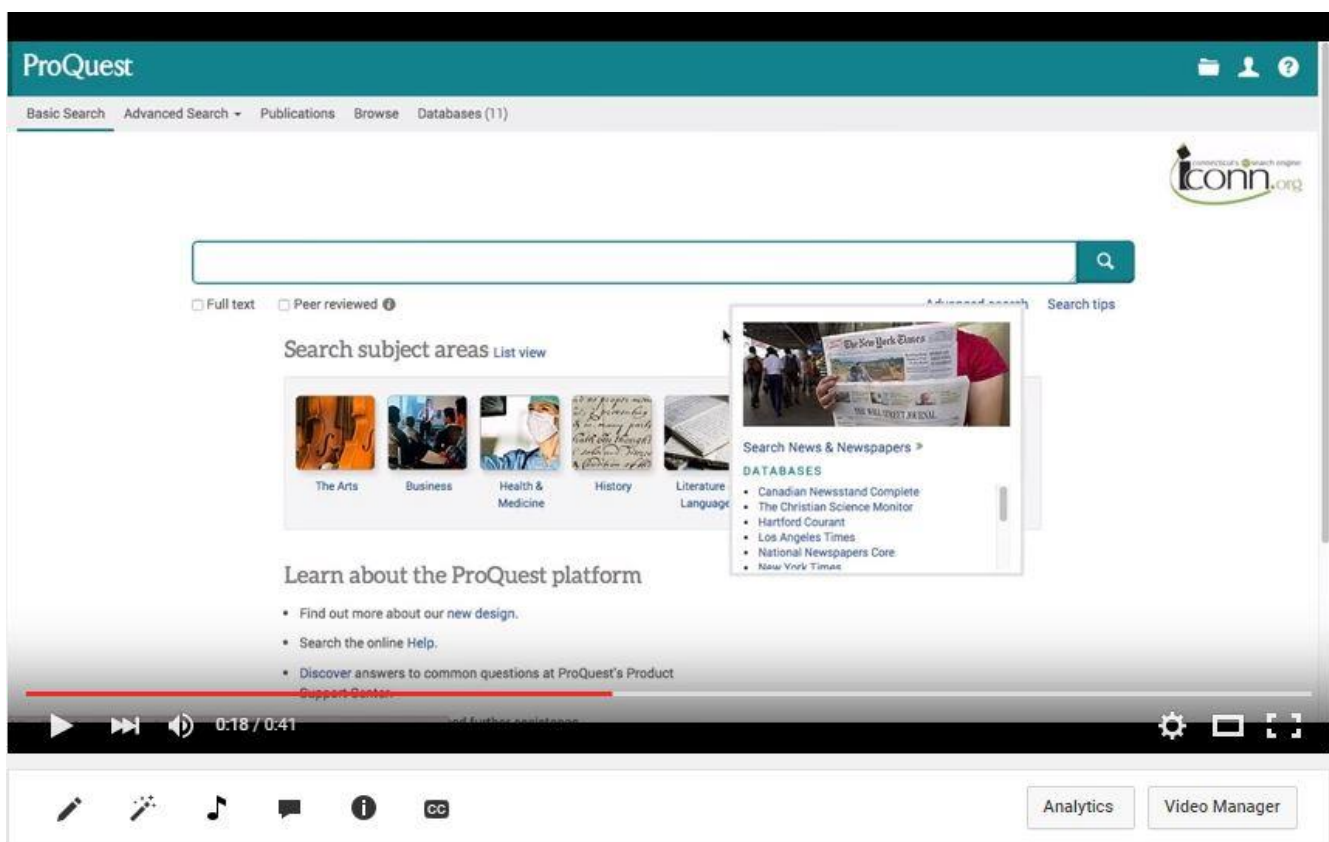
Phone: 203-596-4560

Email: library@post.edu

How to access electronic newspapers.

The Traurig library provides students access to various newspapers including the Wall Street Journal. These items are available through the Proquest Central database. Once on the ProQuest homepage, click on the picture of the newspaper under the "subject area" section. A search box and list of the various newspapers available will appear. Click on a newspaper title to filter results to only that publication.

Here is a link to a video showing how to access electronic newspapers:

https://www.youtube.com/watch?v=KxOMJ3QBEYk

Contact us for more information

Phone: 203-596-4560

Email: library@post.edu

How to save or print an Openstax textbook.

Openstax provides free, high quality text books for some of the most popular college courses. The following steps will allow you to download or print any of their titles:

1. Navigate to https://openstaxcollege.org/
2. Click on the yellow "our books" button in the top left.
3. Click on the cover of the book you wish to use.
4. Click on the orange "get this book" button.
5. Click on the link for the PDF version.
6. Select if you want high or low resolution.
7. Click on the "continue without donating" link.
8. The textbook will load as a PDF in your browser.
9. Move your mouse to the top right corner to bring up various icons to save or print the book.

Here is a link to a video showing the steps: https://www.youtube.com/watch?v=UdqyEuo_PQQ

Contact us for more information

Phone: 203-596-4560

Email: library@post.edu

VitalSource eBook:

I Can't Access My VitalSource eBook

For any class you're just starting, you always access your VitalSource eBook the first time from Blackboard. This allows your credentials from Blackboard to be sent to VitalSource so they can validate your access to the eBook.

To access your VitalSource eBook:

1. Log into Blackboard and open the class.
2. Click on the *Course Information* link on the left menu.
3. The *Course Information* page displays. The first item on the Course Information page is the eBook link. Click on the *Launch Bookholder* link below the eBook graphic.
4. The VitalSource login page displays (VitalSource is our eBook vendor).
   a. Enter your Post student email address and click Continue (it's extremely important to use your Post email).
   b. Complete the profile (including a password) for your account with VitalSource (you only have to do this once).
   c. Click the Continue button.
5. The eBook displays.

Going forward, you can access your eBook by completing Steps 1-3, above. After this first-time access, you can go directly to VitalSource (www.vitalsource.com) and put in your Post student email and the password you entered in the profile. All of your active VitalSource eBooks for your Post classes will display on your bookshelf.

Contact us for more information

Email: eBooks@post.edu

Cengage WebAssign:

I Am Missing Information to Access WebAssign.

There are three pieces of information you need to access WebAssign.

Do the following if you are missing the **Class Key**:

1. Log into Blackboard and open the class.
2. Click on the *Course Information* link in the left menu panel.
3. Find the Class Key information posted here.

Do the following if you are missing the **Student Account**:

1. Go to www.webassign.net.
2. Do one of the following:
   a. Access your current WebAssign account using the username and password you selected.
   b. Create a new WebAssign account.

Do the following if you had **Temporary Access** and need **Full Access**:

1. Go to www.webassign.net.
2. Enter the access code provided when you purchased the book.
3. Click *Continue*.

For general WebAssign help, review the *Student Quick Start Guide* in your Blackboard course.
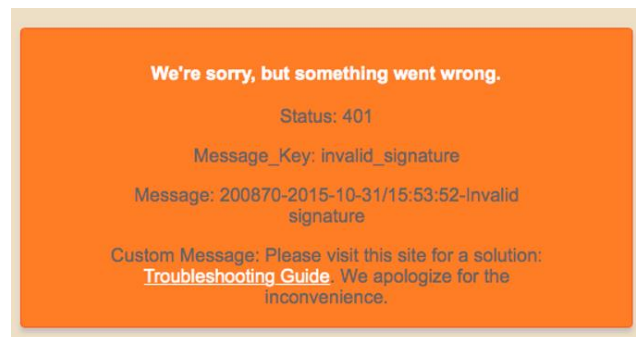
Contact us for more information

Email: Your Professor

VitalSource Ebook:

We're sorry, but something went wrong.

Reason for the Message:

When clicking on a link for a VitalSource eBook, the message displays: *We're sorry, but something went wrong*.

We're sorry, but something went wrong.

Status: 401

Message_Key: invalid_signature

Message: 200870-2015-10-31/15:53:52-Invalid signature

Custom Message: Please visit this site for a solution: Troubleshooting Guide. We apologize for the inconvenience.

Resolution:

This can be caused by one of the following:

1. **You just registered for class and the eBook has not been ordered yet**. If you just registered for a class that uses a VitalSource eBook, it can take up to 24 hours for an eBook to be ordered. Please wait 24 hours after registering and try the link again. Be aware, no eBooks are ordered over the weekend.

2. **A code is missing from your Blackboard profile**. Sometimes a code needed to order your eBook is missing from your profile. If the error message continues after your eBook has been ordered, please notify your professor who can then report the issue. Your profile will be reviewed and corrected. Your professor will be notified via email when the fix is completed. You should gain immediate access to the eBook.

Contact us for more information

Email: eBooks@post.edu

VitalSource eBook:
I Clicked the eBook Link and It Returns
to the Blackboard Home Page

Reason:

When clicking on the link to your VitalSource eBook, instead of opening the eBook, the system sends you back to the Blackboard Home page.

Resolution:

You may have multiple browser windows open and this is causing a conflict. Close out of all the browser windows and then open *one* and log back into Blackboard and click on your eBook link. The eBook should open.

Contact us for more information

Email: eBooks@post.edu

VitalSource eBook:

Duplicate nonce to one already received.

Reason for Message:

This message occurs when you have double-clicked on the VitalSource eBook link in Blackboard.

This feature displays the error message because it thinks you are trying to access two times.

Resolution:

Retry clicking the VitalSource eBook link one time.

Contact us for more information

Email: eBooks@post.edu

VitalSource eBook:

You have reached the maximum number of activations.

Reason for the Message:

When trying to access your VitalSource eBook, the message displays: *You have reached the maximum number of activations.*

Resolution:

VitalSource Bookshelf allows you to have 2 computers and 2 mobile devices activated at any given time. If you are activating a new computer or mobile device and you receive the error message: *You Have Reached the Maximum Number of Activations,* you will need to de-authorize an existing computer or mobile device in order to activate a new one.

The Bookshelf deactivation self-service tool allows you to manage your own computers and mobile devices without the need for contacting VitalSource.

To deactivate a device:

- Go to https://online.vitalsource.com and sign in with your username and password.
- In the blue menu bar at the top, find the profile icon, and Select "Devices" from the drop-down.
- Click the blue "Deactivate" button next to the device you'd like to remove.
- Go back to your application and sign in with your login and password.

Contact us for more information

Email: eBooks@post.edu

McGraw Hill Connect:

I Am Having Problems With An Assignment.

If the assignments in your class use McGraw Hill Connect, and you are having a problem opening or working in an assignment, you can do one of the following:

- Contact McGraw Hill Connect at 1.800.331.5094
- Find a solution on the McGraw Hill Connect website at: www.connect.mcgraw-hill.com.

Contact us for more information

Phone: **1.800.331.5094**

Website: **http://connect.mcgraw-hill.com**

McGraw Hill Connect:

I Cannot Open the eBook.

Before starting these steps, you need to always access your VitalSource eBook the first time for any class from Blackboard. This allows your credentials from Blackboard to be sent to VitalSource so they can validate your access to the eBook.

To access your VitalSource eBook, you need to do the following steps:

1. Log into Blackboard and open the class.
2. Click on the *Course Information* link on the left menu.
3. The *Course Information* page displays. The first item on the Course Information page is the eBook link. Click on the *Launch Bookholder* link below the eBook graphic.
4. The VitalSource (our eBook vendor) login page displays.
   a. Enter an email address and click Continue.
   b. Complete the profile (including a password) for your account with VitalSource (you only have to do this once).
   c. Click the key to continue.
5. The eBook displays.

Going forward, you can access your eBook by completing Steps 1-3, above. After this first-time access, you can go directly to VitalSource (www.vitalsource.com) and log in with the email and password you entered in the profile. You will see ALL your VitalSource eBooks on your bookshelf for your classes at Post University.

Contact us for more information

Email: eBooks@post.edu

Pearson Math Code:
Why Do I See My Old Class Tasks?

Reason:

When you log into Pearson My Math Lab, you see the activities and tasks you completed when you took the class in a different MOD or semester. Since you are just starting the class new this time, you need to see a clean slate.

Resolution:

The following steps to have the correct course display in Pearson's My Math Lab:

1. Log into Blackboard and open your math class.
2. Click on the *Course Information* link in the left menu panel.
3. Find the statement: *The Course ID needed to register in this course on the Pearson website is:* <the code will appear here>

Using the code found in Step 3, sign into your My Math Lab account. There is a tab found at the top, middle of your page that allows you to *Enroll in a Course*. Enter the code from Step 3 in this field. This will allow you to access the new math class and do all the activities and tasks.

If you have problems, please contact your professor or the general help site at Pearson:
http://www.pearsonmylabandmastering.com/northamerica/students/support/index.html

Or

http://247pearsoned.custhelp.com

Contact us for more information

Website: http://247pearsoned.custhelp.com

Pearson Math Code:

Is My Old Code Still Valid?

If you had originally started the math class in a prior semester or MOD, your original code assigned for the class may still be valid. However, the process to access your Math class materials has changed and you no longer need a code.

Contact us for more information

Email: eBooks@post.edu

Lynda.com:

Links in course requesting a login.

Some courses contain hyperlinks to Lynda.com videos. To watch these resources, students must first login to Lynda.com through the postone website. This can be done by following the steps below:

1. In a separate tab or window, navigate to https://postone.onelogin.com
2. Login with your blackboard credentials.
3. Click on the Lynda.com icon.
4. Navigate back to the course shell and click on the link your instructor provided.

Contact us for more information

Email: help@post.edu