SUN DEVIL CAMPUS STORES INCLUSIVE ACCESS FAQ's

What is the Inclusive Access Program?

ASU's Inclusive Access program is designed to deliver digital materials to students at the lowest possible price. The Bookstore works with publishers to secure discounted pricing on digital titles, which are then integrated into Canvas. All students have access to the materials starting approximately 5 days prior to the start of classes. A few days after the add/drop period closes (exact date announced each term), any student who hasn't actively opted out of the program pays for the material at the discounted price via a charge that posts directly to their student account. Inclusive Access programs are becoming a standard across the higher-education industry. Participating institutions have recorded statistically significant increases in student performance and retention. ASU currently has close to 5000 sections participating across all campuses, impacting over 100,000 students per semester.

How are materials delivered?

Delivery varies depending on the publisher. Adaptive learning programs like McGraw's Connect, Cengage's MindTap and Wiley's WileyPlus, are delivered through the publisher's learning tool in Canvas. The publisher removes the paywall and students click into the material without being prompted for payment. Standard e-books are delivered through the Brytewave e-book platform (a division of RedShelf). Participating instructors enable the Brytewave tool in Canvas and the books are released directly into the reader. Students access materials via single sign-on from Canvas. Pearson Revel and MyLab codes are also delivered through Brytewave, but the codes must be redeemed through the Pearson Access tool. If using a MyLab or Revel title from Pearson, be sure to activate both the Brytewave and Revel tools.

How do students access Pearson MyLab and Revel content?

The professor will enable the Brytewave and Access Pearson tools in Canvas. Students click on the Brytewave tool, where they'll see the MyLab or Revel title on their shelf. Clicking on this will reveal an access code. The student copies the access code, then clicks on the Access Pearson tool, where the MyLab title will be visible for the course. When prompted, the student pastes the access code to open access. If you need assistance with setting up your course in Access Pearson, please reach out to your Pearson rep.

How do students access an e-book in Brytewave? What do I do?

The most common issue with accessing Brytewave relates to your ASU email address. All students have *two* configurations of their ASU email address: ASUrite@asu.edu (i.e. jdoe2@asu.edu) and firstname.lastname@asu.edu (jane.doe@asu.edu). Canvas is linked to your ASUrite email address. Very occasionally, the email of record for a student will be their "Named" account. When this happens, the single sign-on logic when clicking into Brytewave from Canvas breaks, and you will need to sign directly into Brytewave using your named account to access your materials.

SUNDEVIL CAMPUS STORES
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Follow the instructions below:
- Go to https://brytewave.redshelf.com
- Click "sign in" then "forgot password" then enter your ASU email address EXACTLY as it appears in the directory (https://asu.edu/directory)
- Follow the password reset email sent to your ASU email address and change your password
- Now, log in using the same email address you used above as your username, and the new password you created. The book will be on your shelf.

How do I activate the Brytewave tool? (Professors Only)
- Access the Settings link in the course navigation menu
- Click the Navigation tab
- Drag the BryteWave LTI 1.3 Tool (Brytewave Deep Link) from the bottom block of options to the top.
- Click Save.

How do students opt out?
The opt out portal varies by campus.
- Tempe/Online: https://includedcp.follett.com/1230
- Poly: https://includedcp.follett.com/1232
- West: https://includedcp.follett.com/1233
- Downtown: https://includedcp.follett.com/1234

Students must opt-out prior to the semester's add/drop deadline. At this point, the opt-out portal closes and no additional changes can be made.

What happens when students add/drop the course?
Students who drop are automatically removed from billing; students who add late are provisioned material, generally within 24-48 hours.

I am not receiving my password reset emails.
Please be sure you are *not* forwarding your ASU email to any external email address (including Gmail accounts). ASU's Technology Office has discovered an issue where ASU emails are lost when forwarded. Remove any email forwarding rules before requesting password resets and check your ASU email directly. Also, be sure to enter the email "alias" on record in the Student Information System. To determine which alias is assigned to your name, look yourself up in the Directory (https://asu.edu/directory) and use your email EXACTLY as it appears there.
- First, try to "create an account." If the system tells you an account already exists, try to reset password.
- The reset email for the opt-out portal can sometimes take 24 hours to arrive.

If you continue to experience problems, please log a ticket using the google form listed above.

Where can students turn for help?
Please use this link to access our support desk ticketing system:
    https://forms.gle/uD4GhBxMoixnbwYx5
Please reference your ticket # in any subsequent communication.

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Can students use Pell Grant funds to cover the charge?

Not directly. The Pell integration with the Bookstore ends approximately 2 weeks prior to the start of the semester. Charges for this program are not issued until approximately 2 weeks after the start of the semester, which allows students time to opt out (if desired), or to not be charged if they drop the class. *However*, with some planning, you can still reserve Pell funds to pay for the charge. Any unused Pell Grant funds will be disbursed to you shortly after the semester starts. So, if you know you have a future Inclusive Access charge for $100, and your Pell Grant is for $500, be sure to spend no more than $400. When the charge posts, you can use your Pell refund to cover the balance.

Does this work with my VA funding?

Please work with your case coordinator after the charges post. They will know how to proceed.

When do charges post?

Charges typically post to your ASU student account approximately 2 weeks after the start of the semester under the description "Digital Integrated Course Mtrls." You can view and pay this charge by logging into your MyASU and selecting the Finances link located at the top of the page. Please note that late fees will be assessed if left unpaid.

How does an instructor confirm they want to participate in the IA program?

Please work with your department textbook coordinator if you are interested. They will partner with the Bookstore to see if the title is available through Inclusive Access and communicate pricing. If you add or are assigned a section late, please let your coordinator and the Bookstore know. The Bookstore can also provide tailored syllabus information for your class.

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