

ENMU-Ruidoso & BibliU Handbook

This handbook is to support students, faculty, & administrators with use of the BibliU platform.

For **student support queries**, please reach out to BibliU's 24 Customer Support Team at support@bibliu.com.

For **faculty support queries**, please reach out to Kenneth Wiley (or Store Manager) and cc Haleigh Lyons.

ENMU Project Manager: alex.mcpherson@bibliu.com

BibliU Student Support: support@bibliu.com

BibliU Faculty Support: haleigh.lyons@bibliu.com

ENMU Ruidoso Support: Miriam Maske @ miriam.maske@enmu.edu
or 575-315-1136.

Student Support Handbook

General Q&A:

- Q: How do students get the best experience with BibliU?
Students should use google chrome or the BibliU apps where possible for the best experience.
- Q: Why should I get the BibliU apps?
Students can download the BibliU app for free and read books in offline mode. The apps reduce the need for high speed internet.
- Q: What should a student do if they are having issues?
Reach out to the BibliU support team (support@bibliu.com) which will raise a ticket which is tracked by BibliU until a resolution is in-place.

- Q: How do I access my eBooks through BibliU?
If the student is in a class receiving BibliU eBooks, there should be a link to BibliU within the LMS class page. **This link is located in your Course Navigation Menu on the left, entitled 'Course Materials' in every Canvas course.** If the student is enrolled in any class, the book will appear in their BibliU bookshelf.
[Students are having an issue accessing their books](#)

- Q: How do I access my courseware through BibliU?
Coded Courseware:
 - 1) To access courseware requiring a courseware code, students should click the BibliU link in the class page
 - 2) Students will see a 'book' with the class number, which includes the courseware access code and a link to the courseware website
Non Coded Courseware:
 - 1) The courseware is accessible directly from the course page. Faculty must set up their courseware in order for this to work.

- Q: What does a student do if they're having issues with courseware?
The student should look in their BibliU bookshelf to see whether a book containing the access code is available.
If the access code is not working, please reach out to support@bibliu.com who will provide instructions and a new code if needed.

Helpful Guides:

- General BibliU student help and How-To's: [Getting Started With BibliU](#)
- Courseware: [What is Courseware? – BibliU](#)
- How to access your courseware: [Accessing Courseware Through BibliU](#)
- General FAQs and Troubleshooting: [FAQs and Troubleshooting](#)

Faculty Support Handbook

General Q&A:

- Q: What is courseware?

Courseware is where additional material is delivered alongside the eBook, such as Pearson MyLabs OR McGraw-Hill Connect.

If an eBook is selected when submitting an adoption, the eBook will be delivered on the BibliU platform with no accompanying material.

[What is Courseware? – BibliU](#)

- Q: How do I set up my eBook?

Please ensure that the LTI link to BibliU is available within the class page.

[Adding BibliU to Your Course in Canvas.](#) **This has been added within the Course Materials link in the Canvas Navigation Menu within all courses.**

- Q: How do I set up my courseware?

Please work with publisher representatives to set up courseware.

If courseware requires a courseware access code, the access code is available within the BibliU platform.

If you do not have a publisher representative you work with, please reach out to Haleigh Lyons who will provide contact details.

[Setting Up Your LTI Integrated Courseware](#)

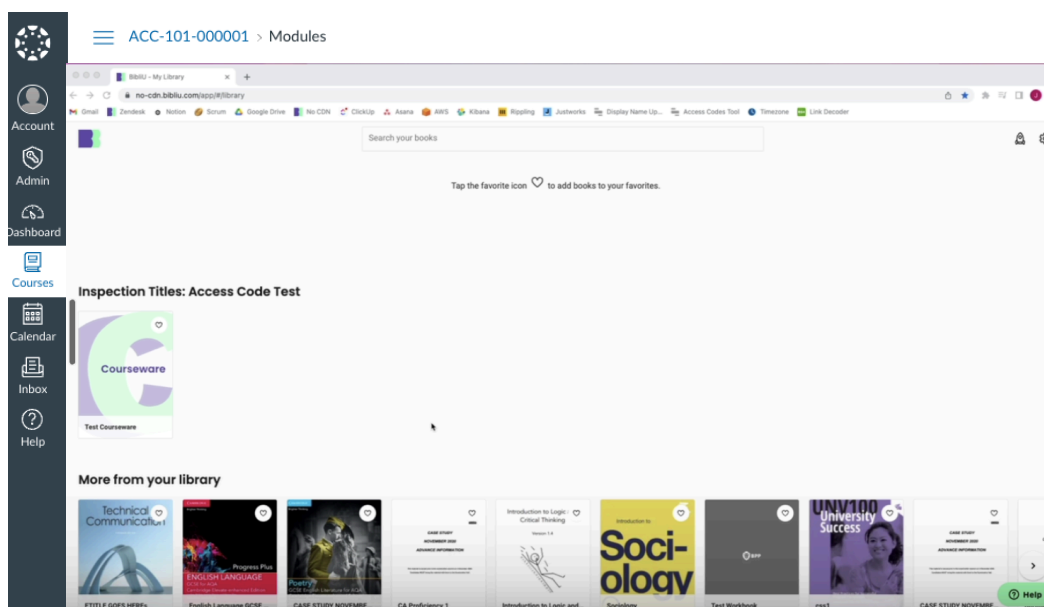
Helpful Guides

- General BibliU Faculty Help: [Getting Started with BibliU \(Faculty\)](#)
- Adoptions Tool Guide: [Using Our Adoptions Tool](#)
- Adding BibliU to your Canvas shell: [Adding BibliU to Your Course in Canvas](#)
- Courseware: [What is Courseware? – BibliU](#)
- Courseware FAQs: [How Will Courseware Appear](#)
- Setting up LTI Courseware: [Setting Up Your LTI Integrated Courseware](#)

How to access codes/how your students will access codes

Courseware titles that use access codes e.g. Pearson MyLab/Mastering, EncoderPro, Norton's Enjoyment of Music - are accessible via the BibliU Library. Here's how to access them:

1. Log into your BibliU library from Canvas
2. Any courseware title that uses access codes will show up on your



screen. The cover image will display 'Courseware' as pictured below:

3. Click on the title to open it.
4. The page that you will see will display like this:



5. Copy your code so you can use it on the publisher site (once you click 'publisher's site' or 'Copy code', BibliU will automatically open a second tab for you that takes you straight onto the publisher's website, or will provide you with instructions to go back to your LMS).
6. Finally, please click on the last hyperlink, at the bottom of the page, in order to view instructions on how the code is redeemed.
7. Follow the instructions to activate your Courseware product

**For Pearson, please note that the students will navigate back to Canvas to enter their codes into MyLabs.

Helpful Links for Setting Up LTI Integrated Courseware

Each publisher has their own resources for setting up their LTI integrated courseware, such as Pearson MyLabs, Cengage Mindtap, and McGraw Hill Connect. If you are needing help setting these resources up in your course, please refer to the support links below for more information:

Pearson

[LMS Integration Services](#)

[Training and Support](#)

[Features](#)

[Contact Pearson Support](#)

McGraw Hill

[Connect Support](#)

[Aleks Support](#)

[Contact McGraw Hill Support](#)

Cengage

[Cengage General Courseware Support](#)

[Mindtap Support](#)

[SAM Support](#)

[CNOWv2 Support](#)

[Webassign Support](#)

[Contact Cengage Support](#)

Wiley

[New User Instructions](#)

[Contact Wiley Support](#)

W.W. Norton

[Technical Support Home](#)

[Contact Norton Support](#)