

VitalSource Support Training

**Vital Source Technologies, Inc.
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Training Overview

- ❑ Today: overview of platform and building block
- ❑ Week of Sept 1: WebEx session on HelpDesk App
 - Led by Sean McKeever, Manager of Support
- ❑ Week of Sept 8: on-site support and refresher





Tools available

- VitalSource HelpDesk App (to be showcased in WebEx)
- Support resource page on Blackboard
 - Allows for quick user identification on the backend
- 24/7 VitalSource support available
- Escalation path into VitalSource Tier 2





Bookshelf Basics

- Mac, Windows, iOS, Android, & Online
- Every account includes:
 - 2 computers, 2 mobile devices, online access
- Synchronization across devices
- Notes and highlights
- Full book download
- 1 year online access, keep download as long as desired





Blackboard Building Block

- Builds the content into the courses
 - Single sign on directly to the content
- Usage analytics at the course level
- User-level launch preferences
 - Bookshelf online or native apps
- Support resources in Tools section





Online/Offline Access

- End users are able to download the full title to the native applications
- Students can keep the download version after the course
- Students can access content directly, no need to use Blackboard as entry point
- Synchronization can only occur with internet connection
- Content updates available across all platforms





Platforms

- ❑ Mac/Windows: <http://support.vitalsource.com>
- ❑ iOS: Available in the App Store
- ❑ Android: Available in the Play Store
- ❑ Online: Firefox, Safari, Chrome, IE
 - If you encounter an issue with a particular browser, try another one
 - <http://online.vitalsource.com>



Steps for Faculty

- Click on e-textbook in your course
- Provide existing account details or create new account
- Accept EULA
- Access content online
- Launch native app to download content



Steps for Students

- Click on e-textbook in your course
- Accept EULA
- Access content online through a reference account
 - Ref. Acct. allows for online access through Blackboard
- In order to access content through native apps the students need to finish configuring account



Account Process

- Reference only accounts use a unique identifier passed from Blackboard
- When account is configured for download the Reference ID carries over
- Account is associated with Blackboard account
- System will check for valid licenses for content before to issue a new access code



Functional Demo

- Faculty Access
 - Interacting with content
 - Note sharing
 - Tools available
- Student Access
- Online Resources





Using the Platform

- ❑ People interested in getting access to content to learn the tools
 - Interacting with content
 - Note sharing
 - Using the different apps
- ❑ Will receive access to a couple of titles



Questions?

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