

# COMPLETE SOLUTIONS FIRST DAY™ **BARNES & NOBLE** COLLEGE

## Increase Student Access and Academic Success

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### WELCOME TO FIRST DAY™ DELIVERY FOR YOUR COURSE

To enhance your learning experience and simplify access to the right materials for your class, your course materials have been integrated directly into your course.

### ACCESSING COURSEWARE MATERIAL WITHIN YOUR COURSE

Access your courseware materials right within your course, using the publisher link on the first day of classes.

For questions on where the material is located, contact your professor.

### 3 EASY STEPS TO ACCESS YOUR eBook

1. Log in to your course
  2. Select the Course Materials Link
  3. Begin accessing your materials
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### FIRST DAY™ TROUBLESHOOTING & CUSTOMER CARE

Please use the following steps if you are experiencing trouble getting into your course.

#### 1. Troubleshooting:

- **Browser Compatibility**

Course materials can be accessed on any browser that meets the System Requirements.

[tinyurl.com/FD-SystemRequirements](https://tinyurl.com/FD-SystemRequirements)

- **Popup Blockers**

Popup blockers must be turned off within your browser. [tinyurl.com/FD-PopUpBlockers](https://tinyurl.com/FD-PopUpBlockers)

- **Cache and Cookies**

Delete cached files: [tinyurl.com/FD-Cache](https://tinyurl.com/FD-Cache)

Enable cookies: [tinyurl.com/FD-EnableCookies](https://tinyurl.com/FD-EnableCookies)

#### 2. Accessing your eBook (YUZU) Content:

Students that have previously obtained their eBook (only), but cannot access it through the LMS can access their eBook by logging in here: [Accessing your eBook \(YUZU\) Content](#)

#### 3. Customer Care:

Students that are experiencing issues, can't access their account or have questions can receive 24/7 Support via:

**Web:** [customer care.bncollege.com](https://customer care.bncollege.com)

**Toll Free:** 1-844-9-EBOOKS (1-844-932-6657)

**Email:** [bookstorecustomer care@bncollege.com](mailto:bookstorecustomer care@bncollege.com)