

Publishers in Blackboard (these are the ones I am aware of with blackboard integration)

All issues should be routed to Publishers first. Some have direct partnerships with Blackboard and can find and resolve any issues much quicker than us contacting them.

Most of our integrations are through the LTI form which means unless the LTI link is broke the issue is not a system wide issue.

Common troubleshooting step to begin with.

1. Verify the publisher tool is turned on in the course.

Course Management → Customization → Tool availability

Click on the empty box next to the publisher (alphabetical)

Scroll to bottom of web page

Click Submit

2. Each publisher adds content their own way, best to work with them for how best to add content. Same with the Grade center. Some push immediately, others push once a day and the rest require the instructor to push the grades/sync.

Cengage

Website - <https://www.cengage.com/>

Support Web form - <https://cengage.force.com/s/contact-us>

Email – cengagecustomersupportteam@cengage.com

Phone – 1-800-354-9706

Repfinder (reps are by area of study) - <https://www.cengage.com/repfinder/>

Elsevier

Website - <https://evolve.elsevier.com/cs/>

Support - <https://service.elsevier.com/app/overview/evolve/>

Support Web Form - <https://service.elsevier.com/app/contact/supporthub/evolve/>

Phone – 1-800-222-9570

Rep – Julie Rimedio

J.Rimedio@elsevier.com

Hawkes Learning

Website - <http://www.hawkeslearning.com/>

<http://support.hawkeslearning.com/supportcenter/index.php?/article/AA-00599>

Email – support@hawkeslearning.com

Phone -- 1-843-571-2825

Rep – Laura Shevlin

lshevlin@hawkeslearning.com

Support Specialist – Victoria Nielsen Kelly

vnielsen@hawkeslearning.com

McGraw-Hill Connect (Aleks Math & Aleks Chemistry)

Website - <https://www.mheducation.com/highered/home-guest.html>

Support - <https://mhedu.force.com/CXG/s/ContactUs>

Support Web form - <https://mhedu.force.com/CXG/s/ContactUsWebForm>

Phone -- 1-800-331-5094

Email & Chat ---mhhe.com/support

Hours :

Monday – Thursday 24Hour

Friday – 12 AM – 9PM

Sat – 10AM – 8PM

Sun – 12PM – 12AM

McGraw-Hill Read anywhere app downloads ebook for offline reading.

Rep – Mary Wilkinson

mary.wilkinson@mheducation.com

Here is a video link on how to pair the course:

<https://www.mheducation.com/highered/lms-integration.html>

Pearson / Smarthinking

Website - <https://www.pearson.com/us/higher-education.html>

Support Web form - <https://support.pearson.com/getsupport/s/contactsupport>

Rep – Chris Snow

Chris.snow@pearson.com

WileyPlus

Website - <https://www.wileyplus.com/>

Support FAQ - <https://support.wileyplus.com/s/>

No Phone number found without account.

No Rep found at this time

W.W.Norton

Website - <https://wwnorton.knowledgeowl.com/help>

Support (Fill out Form) - <https://support.wwnorton.com/request>

Phone – 1-212-354-5500

Rep (By Campus – Metro) – J. Peter Wentz

pwentz@wwnorton.com