

Dear Professor,

You are scheduled to teach one of the First Day Solutions courses for Fall 2023. A reminder that course setups will need to be completed at some point before your classes actually begin.

Your First Day<sup>®</sup> Book course may require some setup within Blackboard. Please carefully review the below steps that should be completed in order to ensure students can access their digital course materials. Note that the instructions below are for **faculty only**, and should not be shared with students.

1. Review how to add the Course Materials link here. (To avoid student confusion, we recommend that you do not rename or move the links in Blackboard.)  
<https://customercare.bncollege.com/hc/en-us/articles/1500000014222>
2. Once added, click the link so the course can be mapped to show the right materials. If you receive the message “No materials are associated to this course.” this means the mapping hasn’t completed yet – refresh and try again after ten minutes to ensure it is mapped, if not, contact your Bookstore Manager.
3. If using a publisher courseware product (i.e. MyLab, Connect, MindTap) be sure you have completed the course setup/pairing with the publisher content. Contact your publisher representative for assistance.
4. **Merged courses** can cause student access issues. If you are merging your courses within Blackboard, please let your Bookstore Manager know ASAP.
5. We recommend bookmarking the Faculty FAQ link for quick answers to common questions and troubleshooting: <https://tinyurl.com/firstdayfacultyfaqs>
6. Review how students access their course materials, depending on product type and delivery method here: <https://tinyurl.com/firstdayaccess>. You can also check out the student experience video: <https://youtu.be/lbblnCvGvVA>

Attached, please find a suggested Welcome Letter to send to students, and a First Day Book Student Information Flier (including Customer Care contact information). You may want to share these with your class.

For your convenience, we have included our Customer Care and Bookstore contact information below. Please contact the bookstore with any other questions.

#### **Customer Care Info**

- Link to general Customer Care website and FAQs: <https://tinyurl.com/firstdayfaq>
- If **individual students** encounter any difficulty, please refer them to our Customer Care at [customercare.bncollege.com](https://customercare.bncollege.com).
- If **faculty** need assistance with **publisher courseware** (i.e. MyLab, Connect, MindTap), please contact your publisher representative first. (See attached contact list.)
- **Please contact your Tri-C Bookstore Managers with any other questions or issues.**

Western/Westshore Bookstore 216-987-5550

Metro Bookstore 216-987-3453

Eastern Bookstore 216-987-2070

We are always available to assist you with any questions. Thank you for supporting student access and course material affordability through the First Day Book program. We wish you the best of luck in the upcoming term.

*Lorraine Felan*

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