What is Inclusive Access (IA)?
Inclusive Access (“IA”) is a program where you, the student, (1) automatically receive educational materials through Brightspace at the start of a course (2) for prices below competitive rates and (3) that are billed along with tuition and fees.

Participation
You are automatically enrolled (opted-in) as participating for courses that choose to utilize IA. You will receive an email notice informing you which of your classes are part of this program, and you will see an “Inclusive Access” link in Brightspace. Adoptions to be delivered through IA will be prominently marked on our website course pages.
If you wish to unenroll (“opt-out”), you will have fourteen (14) days from the start of classes to opt-out of participation, and you do so through the IA link in Brightspace. If you opt-out, or drop/withdraw before charges appear on your account, you will not be billed. For short-duration courses, you may have a shorter opt-out period, but you will be notified of deadlines via email and through the IA link in Brightspace.

Accessing Materials

eBooks
Unless otherwise directed, you must access provided eBooks directly through the IA link within your course in Brightspace. If you try to access eBooks through other means, you will be prompted for payment.

Courseware
For courseware, you will generally only use the IA link to opt-out, opt-in again, or retrieve an access code. Most courseware can be accessed without the need to enter an access code through its own link within your course in Brightspace. For some courseware, you will be able to copy a code to enter at a specified link. If you attempt to access courseware directly through publisher sites, you will be prompted for payment.

Troubleshooting
• The most common issue reported to us involves students being prompted to pay for IA materials. Generally, this is due to students attempting to access materials directly through publisher webstores. Always use links within Brightspace. If you are prompted for payment from Brightspace links, we will need to make adjustments within our system.
• Occasionally device and/or browser settings will prevent you from accessing materials. We recommend that you try again after firstly closing your browser, secondly trying a different browser, thirdly restarting your device, and finally using a different device. If these steps do not solve your problem, your classmates are likely to be experiencing the same thing, and we want to investigate as quickly as possible.
• While uncommon, you may use the same material in classes that you used in previous terms and receive a notice that your access has expired. We will most likely need to reach out to your courseware provider to resolve the problem.
• We maintain a Help Desk on our store site, found here, to assist you.

If you are not able to resolve your access issue with the information provided above, please contact your instructor so that they are aware of the problem and can contact our dedicated support personnel. If you can provide screenshots demonstrating the issue, we should be able to solve your problem much faster.