Your Guide to Success in Your Online Classes

A guide for students enrolled in hybrid programs

FORTIS
Your Life. Powered By Learning
Welcome to Your Hybrid Program!

As a student in a hybrid program, some of your courses will be taken at your campus and some will be taken online. This guide will provide you with all the basics of online learning and how to log in and work in your online classes.

What is Online Learning?
Online learning can take many forms. You may have taken online training through work or online classes before. Sometimes online classes are self-paced meaning that you complete activities online without an instructor. The online classes you will take as part of your program are instructor-facilitated, not self-paced, meaning that an instructor guides your experience and supports you through frequent communication with you and your classmates throughout the term.

Your instructor will post announcements each week and give you feedback on your assignments. Your instructor will also participate in discussion boards, which are virtual class discussions about each week’s topics. Your instructor holds weekly office hours through a virtual chat room, and can also be reached at other times by phone, email, or Blackboard Instant Messenger. As you will see later in this guide, instructor contact information and virtual office hours are posted under Instructor Information in each class.

While each online class covers unique topics, the classes are designed to be consistent and easy to follow. You can expect every online class to have:

- An announcement from your instructor each week
- A discussion board question each week
- Assignments and quizzes due at various times throughout the term
- Lots of interaction with your classmates and instructor through virtual tools like the discussion board

What is My Schedule for Online Classes?
The first day of your online class is the first day of your term. For example, if your term starts on a Monday, that is the first day you will have access to your online class and you should log in that day to start planning your assignments for the week. Even if your classes at your campus, called residential classes, do not start until Tuesday or later in the week, your online class starts on the first day of your term. Your online classes end on the last day of the term.

The online class is divided into weeks. Each “week” starts on Monday at 12:00 midnight Pacific Time and ends on Sunday at 11:59 p.m. Pacific Time. Your online classes are asynchronous, which means that you can complete your weekly assignments on a schedule that works for you, as long as you submit your assignments no later than their due date.

Attendance Matters!
In our online classes, attending class means that you have posted to the discussion board, submitted a quiz, or submitted an assignment, such as a paper. Remember to submit your initial discussion board post by Wednesday 11:59 pm PT of each week and then submit your discussion board responses and other work by Sunday at 11:59 pm PT.
Keep in mind that “logging in” and “posting” are two different things.

- **Log in and read** discussion boards and other materials to master the course content, and to stay focused and engaged in your class. Our most successful online students log into their classroom 4 or 5 times each week. We recommend you do the same!

- **Log in and submit work (“post”)** every week according to the class deadlines to meet course requirements and to be counted for attendance.

**You must submit (post) work every week in order to stay in compliance with the attendance policies of your school. Even if you choose to work ahead, you must still post every week in your online class.**

The complete attendance and late policy is posted in Blackboard under the Resources tab.

**Your Online Advisor**

Your Online Advisor is here to help you be successful in your online classes by answering your questions about your online classes, helping you build a time management plan to support your online learning, and give you any extra support you might need to be successful in your online classes.

Your Online Advisor will call you shortly after your orientation to help you get ready for your online classes. It is important that you connect with your Online Advisor as soon as possible so you can get off to a great start, so be sure to answer that call when it comes!

**Your Hybrid Coordinator**

Your Hybrid Coordinator is your on-campus contact who is also here to support your success in your online classes. If you have a question, do not hesitate to stop by to see your Hybrid Coordinator!

**What Do I Need to Do to Be Successful?**

1. Meet with your Online Advisor (by phone) as soon as possible after the orientation.
2. Make sure you have a reliable Internet connection and computer/laptop.
3. Make a weekly schedule for completing your school work. Share your schedule with your family, roommates, and friends so they can support you.
4. Identify a quiet place free from distractions where you can complete your work.
5. Log into class 4 to 5 times a week to stay connected and engaged.
6. Post your initial response to the discussion board question by Wednesday each week. Post your responses to peer discussion board posts by Sunday each week.
7. Submit all other assignments when they are due.
8. Towards the end of each week, review your assignments for the following week.
9. Do not procrastinate! Deadlines can and do sneak up on you.
10. Never hesitate to ask for help! See below.
Where Do I Go for Help with My Online Classes and Technology?

We have many resources to support your online learning experience. Use the table below to guide you. When in doubt, talk with your Online Advisor.

<table>
<thead>
<tr>
<th>If you need help with...</th>
<th>Here's who to contact...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anything related to your online classes.</td>
<td><strong>Contact your online Instructor or your Online Advisor.</strong> They are here to help you with all questions related to your online classes. Your instructor’s contact information is in the online class under <strong>Instructor Information</strong>. Your Online Advisor’s contact information is in Blackboard on the <strong>Resources</strong> page. Your <strong>Hybrid Coordinator</strong> is also a resource who is on campus and can provide face-to-face assistance with general questions about your online classes.</td>
</tr>
</tbody>
</table>
| Problems logging into your MyCampusLink student portal or Blackboard | **Contact your Online Advisor**
Your online advisor will talk this through with you and help find a solution to the issue. Note that if you are on campus you can also go see your **Hybrid Coordinator** who will be able to help identify what the issue is and do some basic trouble shooting. |
| General technical support                  | **Contact technical support** at **877-859-2660** (toll free) or by going to Technical Support in Blackboard. Technical support is available 24 hours a day, 7 days a week. If your issue is not resolved by technical support, contact your Online Advisor. |
| General concerns about your online experience| **Contact your Online Advisor**, who will discuss your concerns with you and help develop solutions to the issue. Your **Hybrid Coordinator** can also assist you with concerns. |

**Key Contact Information**

During orientation, your facilitator will share contact information for your Hybrid Coordinator and Online Advisor. Make a note of that information in the spaces provided below.

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name</th>
<th>Phone Number or Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Online Instructor</td>
<td>Varies</td>
<td>Find under Instructor Information in your online course</td>
</tr>
<tr>
<td>Hybrid Coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online Advisor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online Advising – General</td>
<td>General Contact Information</td>
<td>855-705-0577 <a href="mailto:onlineadvisor@fortiscollege.edu">onlineadvisor@fortiscollege.edu</a></td>
</tr>
<tr>
<td>Technical Support</td>
<td>n/a</td>
<td>877-859-2660</td>
</tr>
</tbody>
</table>
Blackboard – Overview

FORTIS Online uses the Blackboard Learning Management System (LMS), a powerful platform used by many colleges and universities around the world. This platform has been customized specifically for FORTIS.

Accessing Blackboard

Go to www.mycampuslink.com. Click on Student Portal Homepage.

Log in using your username and password. Contact your Hybrid Coordinator or Online Advisor if you need help with logging into the student portal.

Once you are logged in, click on My Classes then click on Blackboard.

On the next screen, click on Blackboard and you will be taken directly to the Blackboard HomePage.

Note that you can also access Blackboard using the Show QuickLinks button on the Student Portal Homepage.
**My Courses Page**

The first screen you will see upon entering Blackboard is the **My Courses** page.

![My Courses Page](image)

**My Courses**

Shows links to each of the courses that students and faculty currently have access to.

Courses are available starting on the first day of the term.

While all work must be completed by the end of the term, your online courses stay open for an additional three weeks so you can save course resources and your posts to your hard drive for future reference.

| Announcements | Shows important system-wide announcements such as planned outages and upcoming events |
| Spotlight | Updated regularly; highlighting Fortis students, instructors, and staff members |
| Quick Links | Links to commonly used student resources |
# Resources Page

The **Resources** page includes useful resources that support student success.

## Introduction

This page contains a wealth of support resources to support you in your online classes. Click on a topic to the left looking for, please feel free to call us anytime.

## Contacts

**Online Advisors:** 855-705-0577 or onlineadvisor@fortiscollage.edu

<table>
<thead>
<tr>
<th>Contact</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lea Ann Curry</td>
<td>Online Advisor, <a href="mailto:leacurry@fortiscollage.edu">leacurry@fortiscollage.edu</a>, 855-705-0577, Monday-Friday 7:45am-4:15pm Mountain Time</td>
</tr>
<tr>
<td>Stephanie Rutay</td>
<td>Online Advisor, <a href="mailto:srutay@fortiscollage.edu">srutay@fortiscollage.edu</a>, 855-657-0577, Monday-Friday 7am-4pm Mountain Time</td>
</tr>
<tr>
<td>Callyn Blaything</td>
<td>Online Advisor, <a href="mailto:cblaything@fortiscollage.edu">cblaything@fortiscollage.edu</a>, 855-656-0578, Mon. 8am-12pm, Tues. 9:30am-7pm, Wed./Thurs. 8:30am-5:30pm, Fri. 8am-4:30pm Mountain Time</td>
</tr>
</tbody>
</table>

## Contacts

<table>
<thead>
<tr>
<th>Contacts</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance &amp; Late Work Policy</td>
<td></td>
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<tr>
<td>Free Tutoring</td>
<td></td>
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<tr>
<td>Learning Resource Center</td>
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<tr>
<td>Important Dates</td>
<td></td>
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<tr>
<td>Tools for Success</td>
<td></td>
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<tr>
<td>Portal</td>
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</tbody>
</table>

## Free Tutoring

Information related to tutoring services available through Smartthinking

## Learning Resource Center

Links to virtual library resources and the Learning Resource Center home page

## Important Dates

Term start and end dates, and holidays

## Tools for Success

Links to resources to support your success

## Portal

Link to the student portal, mycampuslink.com
Technical Support Page

The Technical Support page is designed to provide a variety of ways to get help with technical issues.

<table>
<thead>
<tr>
<th>How do I...?</th>
<th>Links to resources to address the most commonly asked questions related to technical support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live Chat</td>
<td>Accesses the live chat feature where you can chat with a technical support representative</td>
</tr>
<tr>
<td>Full Technical Support Site</td>
<td>Links to a comprehensive support page with searchable help articles and other technical support resources</td>
</tr>
<tr>
<td>Computer Help</td>
<td>Links to tutorials for general computer usage, the Internet, email, Microsoft Word and PowerPoint, and more</td>
</tr>
</tbody>
</table>
Setting Up Your Blackboard Profile
When you first log in to Blackboard you are prompted to set up your Blackboard profile. You have the option of doing it now or later. Your social profile is a way for you to share information about yourself with your classmates, instructors, and other members of FORTIS Online. When you fill out your profile, you begin to build a community and a learning network. Your profile image will also appear next to your discussion posts in your classes, putting a face with your name.

To view, create, or edit your profile click on the drop down box next to your name then click on the profile image.

Next, click on Edit My Blackboard Profile and follow the prompts. Note: a blank silhouette image will appear until you post a profile image.
**My Blackboard Profile**

- **Upload a picture** of yourself that can be seen by others when you post in discussion boards and engage in other learning communities.

- **Indicate the name you want displayed** in your profile. Be sure to use something professional, preferably your real name.

- Indicate your program of study.

- **Share something about yourself** with the FORTIS Online community.

  Keep in mind that the entire student, faculty, and staff community at FORTIS Online will see this information. Consider sharing your education or career goals.

**Contact Information**

- **Indicate the primary email** you want to use for social networking. Note that this does NOT change the email address that is used for course announcements. To change the email address used for course announcements and by the instructor, contact your Hybrid Coordinator or Online Advisor.

**Privacy Options**

- **For Privacy Options, we recommend choosing My Institution**, as this will allow FORTIS faculty and students, including other students in hybrid and online programs, to be able to connect with you in the system.
Accessing Courses
To access a course, click the course name from the My Courses page.

Tip: If you are enrolled in more than one online course, once you are in a course you can navigate between your courses using the Course-to-Course Navigation above the Course Navigation Panel.
**Course Home**
Immediately upon entering a course, you are placed in the **Course Home**. This area contains the course introduction as well as any announcements posted by the instructor. You are encouraged to monitor their announcements often. The most current announcements are listed first unless re-ordered by your instructor.

**Course Navigation Panel**
The Course Navigation Panel along the left hand side of the course has three main areas: **Course Home**, **Course Content**, and **Resources**.

**Course Home**
- **Course Introduction** – An overview of the course and instructions on getting started.
- **Announcements** – Announcements posted by the instructor. Check these frequently.
- **Instructor Information** – Instructor name, contact info, office hours, and a brief bio.
- **Course Syllabus** – Links to a printable PDF version of the course syllabus.
- **My Grades** – Your course grade book. Check here for your course grades and instructor comments on your grades.
- **VitalSource Bookshelf** – Accesses your eBook if your course uses eBooks. Refer to Appendix for more information. Note that some courses do not use eBooks.

**Course Content**
- **Weekly Content (Weeks 1 – 6 or 1 – 12 depending on course)** – Each week’s lessons, reading assignments, discussion board questions, assignments, and other material.
- **Discussion Board** – Links to the discussion board area where all of the individual discussion board forums are located. The discussion board can also be accessed directly through the weekly content pages.

**Resources**
- **Tutoring** – Links to Smarthinking tutoring services where you can get help with writing, APA formatting, Word, PowerPoint, and other topics.
- **BB IM Activation** – Click here to activate Blackboard Instant Messenger where you can chat with your online instructor and classmates.
**Weekly Content**

Under the **Course Content** section, each week has its own area containing various components. Depending on the course, components may vary. For example, some courses have quizzes while others do not. Below are some of the most common types of components you will see in your online courses.

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>Provides a brief narrative of content to be covered during the week, including a list of specific topics, objectives, and task list.</td>
</tr>
<tr>
<td>Welcome Discussion (week 1 only)</td>
<td>Discussion board where you introduce yourself and get to know your classmates and instructor. Discussion boards are covered in detail later in this guide.</td>
</tr>
<tr>
<td>Reading</td>
<td>Lists the reading assignments for the week.</td>
</tr>
<tr>
<td>Interactive Lesson</td>
<td>Links to an interactive lesson supporting the week’s topics.</td>
</tr>
<tr>
<td>Discussion</td>
<td>Links to the discussion board where students respond to the weekly discussion question.</td>
</tr>
<tr>
<td>Instructor Session</td>
<td>Some weeks may have a live, synchronous focused discussion and review session. These sessions are recorded and can be watched/listened to by students unable to attend the live session.</td>
</tr>
<tr>
<td>Assignment</td>
<td>Some weeks may have assignments. A description of the assignment is provided along with a grading rubric.</td>
</tr>
<tr>
<td>Quizzes and Exams</td>
<td>Some weeks may have a quiz or exam.</td>
</tr>
</tbody>
</table>
Using Blackboard to Complete Your Work

In the previous sections we described how online learning works and what to expect each week in your online course. This section is your “how to” guide for how you interact with each element of the course to complete your work.

Course Introduction, Reading Assignment, and Interactive Lesson

Begin each week by reading the course introduction, completing your reading assignments, and completing the interactive lesson. Together, these prepare you for the discussion board and other assignments that will be due that week.

The interactive lessons are designed to work with your reading assignments. Be sure to complete all slides and interactions in the lesson.

To access lesson content, click on the Week # Lesson link. When you click on a link within a lesson, the resources will open in either a new window or a new tab depending on your browser settings.
Discussion Boards

Most weeks in your course contains at least one discussion board activity. Complete these after you have reviewed the week’s Introduction, the reading assignments, and the interactive lesson.

You are required to post an answer (called an initial response) to the discussion board question no later than Wednesday at 11:59 pm PT each week. Discussion boards typically also require that you read through your classmate’s posts and reply to those. The number of classmates you need to reply to will be specified in the discussion board description. Responses to your classmates are due by Sunday at 11:59 pm PT each week.

A grading rubric is provided for the discussion board. Use the rubric to understand how your discussion board posts will be graded.

Prepare to answer each week’s discussion question by reading, completing lessons, and completing any other work necessary to effectively respond to the discussion forum.

Then, click on the forum name to open the forum.
Once in the discussion forum, click on **Create Thread**.

You will then see a screen as shown below where you compose your discussion board post.

Type a subject in the **Subject** box then click in the **Message** area and type your response to the forum. Alternatively, use Word to compose your response and then paste it into the **Message** area.

Remember spelling and grammar count, so check your writing and spelling. You can use the spell check button  to check your spelling. You can also use the toolbar to add formatting.

When you are finished composing and checking your post, click on the **Submit** button.
Reviewing and Responding to Posts

As you, your classmates, and your instructor all post to the discussion board, you will see those posts in the forum.

Each response to a forum is a "thread". When you click on a title to a thread, you can see all the responses to that thread.

Note that your Blackboard profile image appears next to your post.

To respond to the post, click on Reply.
**Using the Course Café Discussion Board**

The Course Café is a discussion forum that is used to communicate with your classmates and instructor. Use the Course Café to post general questions or comments related to the class. Your instructor and classmates can see and respond to postings in the Course Café. Note that the Course Café does **not** count towards your attendance requirements.

Questions such as “When is the first draft of our paper due?” are appropriate to post in the Course Café. Questions related to more individual matters, such as your grades, should be addressed by calling or emailing your instructor rather than posting in the Course Café.

**Completing Assignments**

All courses contain assignments that support the class objectives. Assignment descriptions as well as links to assignment details, rubrics, and samples can be found within the week the assignment is due. If there are links to rubrics, samples, or other supporting materials, consider saving those documents to your computer so they are easily available when you are working on your assignment. Note that you might not have an assignment every week. Check your course syllabus for a comprehensive list of all assignments.

Assignments typically take preparation and often include writing a paper or developing a presentation. Read through your assignment and the rubric carefully then work on your assignment. Remember to contact your instructor with any questions you have.

If your assignment is a paper, consider submitting it to Smarthinking’s Writing Center for review. Smarthinking will review your paper for grammar, flow, APA formatting, and more, and then return your paper to you with comments. Smarthinking typically returns your paper in 24 hours, but leave at least two days to be certain you get your paper back in time to make revisions before the assignment due date. Refer to **Smarthinking Tutoring Services** in the appendix of this document for more information about using this service.

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**Week 2 Assignment**

For this assignment, using the prompt you chose last week for your essay, and write the thesis statement. Define the purpose of your essay.

**See assignment details for complete assignment instructions.**

Click "Week 2 Assignment" above to submit your assignment by 11:59 p.m. Pacific time, Sunday.
From this screen, you can see the number of points associated with the assignment and you can view the grading rubric to see how the instructor will evaluate the assignment.

When you are ready to upload your assignment file, click on Browse My Computer.

NOTE: DO NOT use the “Write Submission” button to write your assignment unless your instructor specifically asks you to. It is always best to write your assignment in Microsoft Word, save it to your hard drive, and then attach it as shown here so you always have a record of your work.
Next, navigate to the folder on your hard drive where you saved your file, then click on the file and click on Open, or you can simply double-click on the file name.

Once you successfully attach your file you will see it listed under Attached files. If you attached the wrong file, click on Do not attach, then start again.

Click on Submit at the top or bottom of the screen to finish submitting your assignment.
Once you have submitted the assignment, you will see a submission history.

This is your confirmation that you successfully submitted your assignment and your instructor will be able to see it. If you do not see this confirmation, try submitting the assignment again. If you need help, contact Technical Support.

The submission history can be viewed again in the future by clicking on the assignment link within the week or by going to My Grades and clicking on the assignment link.

Submitting SafeAssign Assignments
Longer assignments typically require submission to SafeAssign, a plagiarism prevention service. SafeAssign assignments are identified by the additional text shown below.
To submit your work, use **Browse My Computer** to locate and attach your document as described in the previous section. Once you have attached your file, click on the checkbox next to **I agree to submit my paper(s) to the Global Reference Database**, then click on **Submit**.

Your document will be submitted to SafeAssign’s database of documents and automatically checked against other documents in the database as well as web-based content. Your document and the SafeAssign report will then be sent to your instructor. Your instructor will contact you about the SafeAssign results if needed.

Note that in some courses you might be able to see the SafeAssign results for your submitted assignment. If this feature has been made available, the assignment submission history will show you the SafeAssign results and will give you access to the SafeAssign report.

Once your document is part of the Global Reference Database it will be included in future SafeAssign plagiarism checks for all work submitted by you or other students.

**Taking Quizzes and Exams**

Some weeks include quizzes or exams.

To access a quiz or exam, click on the **Week # Quiz** link.
NOTE: If the quiz or exam is timed, watch your time as it is possible to go past the allotted time. Your instructor will be able to see if you went past the allotted time.

The instructions tell you if you are allowed multiple attempts and if you must complete the quiz or exam in one sitting.

When you are ready to start the quiz or exam, click on Begin.

As you work through the quiz or exam questions, click on Save All Answers frequently.

When you are finished answering all the questions, click on Save and Submit. The instructor cannot see your quiz unless you click on Save and Submit.
Viewing Your Grades

**My Grades** lists all of the course assignments and grades you have earned on gradable work. You can also see comments that your instructor about your grade.

View your online class grades any time by clicking on **My Grades** under Course Home. Once you are in My Grades, you can:

- See all course assignments and grades.
- See a running total of all points you have earned so far.
- Choose to see all, graded, upcoming, or submitted assignments.
- Sort the assignments in several ways.
- View the rubric the instructor filled out with specific details about your grade.
- View your instructor’s feedback by clicking on the View Feedback (💬) icon.
**Global Navigation**

Global Navigation offers features and resources that you will find helpful as you work in your online courses. The Global Navigation menu is accessed from the upper right corner of your Blackboard screen where there is a drop down option that appears next to your name.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bb Home</td>
<td>This area contains recent messages, grades and posts on one convenient screen.</td>
</tr>
<tr>
<td>Posts</td>
<td>New discussion, blog, and wiki posts from your enrolled courses are displayed on this page. You can respond to discussion posts and comment on wiki articles directly from this page.</td>
</tr>
<tr>
<td>Updates</td>
<td>Course announcements as well as any new course content are displayed in this area. Announcements are always available within the course.</td>
</tr>
<tr>
<td>Calendar</td>
<td>A calendar of upcoming assignments for all of your online courses is displayed in this area.</td>
</tr>
<tr>
<td>My Grades</td>
<td>Recently graded items appear in this area. You can always see the complete list of grades in the My Grades section of each course.</td>
</tr>
<tr>
<td>People</td>
<td>One of the new social features of Blackboard. You can choose to follow other users (peers, instructors, etc) and add them to your Learning Network.</td>
</tr>
<tr>
<td>Messages</td>
<td>This area lets you have conversations with classmates, other peers, and instructors.</td>
</tr>
<tr>
<td>Spaces</td>
<td>Spaces are groups that you can create. They are not associated with any particular courses.</td>
</tr>
</tbody>
</table>
Appendix A – Smarthinking Tutoring

Using Smarthinking
As a student in a hybrid program, you have access to our virtual tutoring service, Smarthinking. There are no additional charges for using this service. All students have access to Writing, Microsoft Windows, Microsoft Word, and Microsoft PowerPoint tutoring. Additional topics may be available depending on your program.

Writing Center
Have a writing specialist review your discussion board post or paper before you submit it in class so you can get feedback and coaching on writing organization, APA formatting, grammar, and overall flow of content. You can submit to the writing center any day or time. Responses are typically returned within 24 hours.

Drop-In Tutoring
Chat with a live tutor using a virtual white board. The tutoring topics available to you are based on your program and which courses you take online.

Offline Questions
If a live tutor is not available, you can submit a question offline and receive a response later, generally within 24 hours.

Academic Resources
Academic Resources provides study guides, a writing handbook that includes topics on writing skills including APA, and many other very useful tools to help you be successful. Explore this area any time.
To access Smarthinking, click on **Tutoring** in any of your online classes.

If you are not enrolled in an online course in a particular term, you can still access Smarthinking through the Orientation and Tutoring Links online course that is always available to you.

If you are using an iPad, you will need to generate the Token ID and note the ID that is given to you for use on your iPad.

Otherwise, click on **Ask me later**.
Once you are in Smarthinking, you can choose to go to the Writing Center, Drop-In Tutoring, or ask Offline Questions as described on the previous pages.

Drop In Tutoring will give you access to all subjects available for your particular program.

Your tutoring sessions and reviewed papers are stored in your Personal Archive for future reference.
Appendix B - VitalSource Bookshelf

Some online courses use eBooks through VitalSource Bookshelf. Follow the steps shown in the images below to begin using your eBooks in VitalSource Bookshelf. If you have any questions, do not hesitate to contact your Online Advisor at 855-705-0577 or onlineadvisor@fortiscolllege.edu.
You're almost done!

esterwilliams@edaff.com (change)

First Name                      Last Name

Security Question
What is your mother's maiden name?

Security Answer

Password                       Confirm Password
Minimum 4 characters

Email me occasional updates about my account activity, product updates, and special offers. (You can unsubscribe at anytime)

I agree to the Terms of Use and Privacy Policy.

Finish
To learn how to use the features of VitalSource Bookshelf, follow these additional steps:

**STEP 1**
Launch the VitalSource Bookshelf application.

**STEP 2**
Open the Bookshelf and locate the 'Support' option.

**STEP 3**
Choose 'Video Tutorials' to learn how to use VitalSource Bookshelf on all supported devices.