

VitalSource Institutions FAQs

Discover VitalSource's most frequently asked questions and answers that will help with your course set-up or troubleshooting issues

VitalSource[®]

Institutions FAQs

(1) Error message when students try to access eBook within the LMS/VLE

What to do

- Read the full error message as it often provides instructions on what needs to be done to resolve
- Take a screenshot of the full page including the URL
- Take note of the exact URL that is in the LMS/VLE as it often contains important information we need to diagnose the issue or see what is missing
- What is the eBook in use? Title, edition, publisher, and ISBN/VBID
- Is this impacting 1 student, all students, more than one course?

Most common causes are: the wrong VBID/ISBN is being used, it is missing the duration if you have a rental (example R180), your school doesn't have distribution rights, settings or the tool in the LMS/VLE might need changed

Error message how to fix links:

<https://support.vitalsource.com/hc/en-us/sections/4404193753367-Error-Messages>

Have the student contact VitalSource support and it will be escalated to your CSM if support is unable to resolve it:

<https://support.vitalsource.com/hc/en-us/requests/new>

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(2) LMS/VLE Links set up incorrectly

What to do

- Are you seeing an error message when you click on the LMS/VLE link?
- Take a screenshot of any error messages
- Take a screenshot of the tool
- Provide the URL that students click on
- Provide all this information to intl.institutionops@vitalsource.com

Most common causes are: there is a number missing from the VBID, it is missing the duration if you have a rental (example R180), the tool key and secret is wrong, the tool isn't being used to create the link and should be used, the link isn't set to open in a new window, the wrong LTI URL is being used

LTI end points:

<https://success.vitalsource.com/hc/en-us/articles/14203116193431-Which-LTI-Endpoint-Is-Right-For-You-For-Profit-and-Career-Institutions>

LMS set up:

<https://success.vitalsource.com/hc/en-us/sections/360004520254-Integrate-with-VitalSource>

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(3) Students are unable to access eBooks

What to do

- Where are students accessing? Is it through an LMS/VLE? Or through the VitalSource Bookshelf® website?
- Do they encounter an error message? If so take a screenshot
- What account/email are they using?
- Is there more than one student impacted?
- What book are they trying to access? Provide title, edition, ISBN, and author
- Have the student contact VitalSource support: <https://support.vitalsource.com/hc/en-us/requests/new>

Most common causes are: they have the wrong ISBN, the link isn't set up correctly in the LMS/VLE, they might have more than one account (need to have accounts merged)

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(4) Invoice discrepancies

What to do

- Use code detail in VitalSource Manage to check student redemption information
- Do you have add/drop dates added?
- Check your invoice and the backup file and compare to the code detail report

Most common causes are: no add/drop dates were added so students that are no longer taking the course were charged, or the student dropped the class after the add/drop period and you need a manual refund

How to access and use the code detail report:

<https://success.vitalsource.com/hc/en-us/articles/16289622515351-Office-Hours-Summary-of-Data-Points-Found-in-VitalSource-Operational-Reports>

How to locate your invoices in the financial statement center of VitalSource manage:

<https://success.vitalsource.com/hc/en-us/articles/14207874702487-Financial-Statements-in-Manage-For-Profit-and-Career-Institutions>

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(5) Creating Manage users

What to do

- Someone at your school needs higher level access to Manage, let us know their name and email address, and what permissions they need (or someone else's permissions to clone)
- Email intl.institutionops@vitalsource.com with the information above
- The user will need to set up two factor authentication to access the manage website: <https://support.vitalsource.com/hc/en-us/articles/360046665553-Two-factor-authentication-2FA-for-Manage>

Most common causes are: these users are trying to use their Bookshelf account (<https://bookshelf.vitalsource.com/>) and don't realise they need a different account created by VitalSource to access Manage

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(6) Training – Booklist Manager, Manage, Bookshelf

What to do

- Find training articles and videos here: <https://success.vitalsource.com/hc/en-us/categories/14145315233431-For-Profit-and-Career-Institutions>
- For more training articles and videos here is a link to the full website (some of it might not be applicable to you) <https://success.vitalsource.com/hc/en-us>
- Email intl.institutionops@vitalsource.com and let us know what you need training on

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(7) LMS/VLE set-up

What to do

- Select your LMS/VLE from the options here: <https://success.vitalsource.com/hc/en-us/sections/360004520254-Integrate-with-VitalSource>
- Are you using 1.1 or 1.3? Then choose the option that you are using
- Read the LTI endpoint article: <https://success.vitalsource.com/hc/en-us/articles/12925231864471-Which-LTI-Endpoint-Is-Right-For-You->
- Read the LMS/VLE FAQ article: <https://success.vitalsource.com/hc/en-us/articles/360026398514-Institutional-LMS-Administrator-FAQ-s>
- If you aren't using LTI 1.3 here are some advantages and why to switch: <https://success.vitalsource.com/hc/en-us/articles/11736169263767-Reasons-to-Update-to-LTI-1-3>

If students or instructors need technical help, have them reach out to support here: <https://support.vitalsource.com/hc/en-us/requests/new>

LMS/VLE admins can reach out to intl.institutionops@vitalsource.com with any questions or training requests about using an LMS/VLE

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(8) Inventory requests – new books needed or pricing updates/additions

What to do

- Check the relevant VitalSource store to see if we already have your book in inventory: <https://www.vitalsource.com/textbooks>
- If VitalSource does have the title and edition you are going to adopt, take note of the ISBN and other title information
- To obtain distribution rights if you have a contract with a publisher, you will need to contact them and provide them with the ISBN you want distribution rights to as well as your school's name and VitalSource manage ID (if you have it)
- If you have questions or need help with distribution rights or pricing, contact your customer success team at intl.institutionops@vitalsource.com