



Digital Inclusive Access (Integrated VitalSource) FAQs

What is the Digital Inclusive Access (DIA) program?

The purpose of the DIA program is to provide students with access to all the online course materials at the lowest price possible. This includes course textbooks, courseware, or other required materials that would typically be purchased through the bookstore. These books will be delivered electronically to ensure students have access on the first day of accessing the course. eBooks made available through the DIA program allow students to access the materials throughout the duration of the program and can also allow students to print portions of the textbooks as needed (*Please Note:* The duration of licenses and ability to print varies by book and publisher).

How do I access the electronic textbook?

The textbook is linked to your Canvas course. Students must have a Vital Source account to access the e-textbook. If you do not already have a Vital Source account, you will be prompted to set one up the first time you click a link to access the book. The electronic textbook will be available in its entirety through the Course Textbook link in the left navigation. All students will have access to the book for the first 7 days after the course start date. During that period, you may choose to opt out of the book. If you choose to opt out, you will lose access to the book after the 7-day trial period.

Depending on the publisher's license for the book, you will also be able to print a certain percentage of the chapters in the book.

How do I pay for the book?

Students will be charged for the book through their USD student account by the USD Torero Store after the 7-day course launch opt-out period. The electronic text purchased through your student account is the guaranteed lowest price available. Your purchase provides you with access during the entire course and can extend beyond the course end date if you opt to purchase extended access.

- If you are receiving financial aid, please note that your financial award may automatically apply to your student account and can end up paying for a combination of tuition, software fees, and e-textbook costs based on the billing timing. Sometimes, textbook billing occurs later in the semester, so you may be required to submit payment manually - though you can use any excess financial

aid award funds that have already been sent to you via physical check or direct deposit.

- If you are paying out of pocket, you will pay for the book - similar to how you pay your tuition.

What if I don't opt out by the 7th day of class?

If you choose to opt out, you must do so by the 7th day of the course to have the charge removed from your account. If you do not opt out by this date, the charge will remain on your account whether or not you use the electronic textbook. The charge cannot be removed from your student account.

How do I opt out of the electronic textbook?

If you choose to purchase the book through another source, you need to opt out by the 7th day of the course so the charge can be removed from your account. You will opt out by clicking on the link to the textbook in the Canvas course. **Please note that the purchase price before the end of the opt-out period is the guaranteed lowest price.** If you purchase the electronic textbook after the opt-out period is over, then you will pay a higher price for the book.

Am I required to use the electronic textbook?

The Inclusive Access eBook provided in the course is required for purchase to meet the course learning outcomes, but you can choose to purchase the book in any format. However, you must opt out before the 7th day of the course for the book charge to be removed from your account.

Students can purchase the textbooks through a separate vendor or use the Inclusive Access textbooks integrated through this system.

How do I get the book if I'm not using the electronic version?

Use the ISBN to search for the book at our [bookstore](#). Be sure to compare the edition numbers prior to purchasing.

Can I access my book on a mobile device?

Yes. Once you have a Vital Source account and have purchased the book, it will be accessible in the following ways:

- through the course in Canvas
- through Vital Source's [Bookshelf.com](#) site.

- through the Vital Source app Bookshelf for iOS, Android, Kindle, and many other mobile devices. Visit the [Download Bookshelf](#) page at VitalSource Support for more information.

You may also download your text and access it offline. When you reconnect to Bookshelf through one of the methods above, your electronic textbook will synchronize so that the most recently read location will be available to you.

Who can I contact about questions or issues with the Vital Source Electronic Textbook access?

For questions about textbook requirements, registration, or general billing, please reach out to your Program Coordinator for details.

For questions about how to submit payment or specific billing questions, please reach out to One Stop at onestop@sandiego.edu or 619-260-2700.

For questions about VitalSource book technical issues, please reach out to VitalSource directly using their [Customer Service page](#).

What do the automated email notifications look like?

EXAMPLE OF INITIAL EMAIL SENT

SENDER: [USD Torero Store <no-reply@verbasoftware.com>](#)

SUBJECT LINE: [Your Digital Inclusive Access for {TERM} {YEAR}](#)

[The course you are taking this term will have the digital textbook\(s\) directly accessible through your Canvas course as part of the USD Bookstore's Digital Inclusive Access \(DIA\) service. This means you will immediately have access to all of your online course materials on the first day of course access!](#)

[You're currently assigned to the following Inclusive Access materials:](#)

[Term/Session Name: {TERM} {YEAR}](#)

[Course: {COURSE NAME} Title {TEXTBOOK TITLE}:](#)

[Price: {\\$ NUMBER}](#)

[Access Length: {HOW LONG YOU CAN ACCESS THE BOOK}](#)

[Opt-out Deadline: {DATE}](#)

The DIA program ensures your access to online course materials you would otherwise purchase in the bookstore or on a publisher's website - like textbooks and publisher courseware - for the lowest price. We have included this FAQ to learn more about the DIA program.

Access to the course materials is provided directly in your USD Canvas account. From Canvas, you can also choose to opt out of the digital course materials if you decide to purchase them elsewhere.

After the add/drop deadline of {DEADLINE}, your student account will be charged the discounted price. If you choose not to purchase the materials through the DIA program, you can opt out via your link in Canvas. You must do so by {DEADLINE} to avoid any charges.

If you need further information regarding your DIA textbooks check out our [FAQ](#). You can also contact your Program Coordinator.

Thank you,
USD Torero Store

EXAMPLE OPT OUT REMINDER EMAIL:

SENDER: USD Torero Store <no-reply@verbasoftware.com>

SUBJECT LINE: Your Digital Inclusive Access for {TERM} {YEAR}

Hello,

This is a gentle reminder that you are enrolled in a class which allows you to access your textbook directly through your Canvas course.

On {DEADLINE}, your student account will be charged for the course materials delivered through this program. You can "Opt Out" through the eTextbooks link in Canvas prior to {DEADLINE} to avoid your student account being charged.

If you are in a multi-semester class that used "DIA" last semester, you will not be billed again.

If you need assistance to opt out of the DIA Textbook, please contact your Program Coordinator.

Thank you,
USD Torero Store

You're currently assigned to the following Inclusive Access materials:

Term/Session Name: {TERM} {YEAR}

Course: {COURSE NAME} Title {TEXTBOOK TITLE}:

Price: {\$ NUMBER}

Access Length: {HOW LONG YOU CAN ACCESS THE BOOK}

Opt-out Deadline: {DATE}

This message was sent on behalf of the Inclusive Access program at University of San Diego Torero Store.

IN COURSE TEXT

Title: ! Opt-in / Out eTextbooks

You are provided with e-textbooks for this course through the Inclusive Access program, USD Bookstore's digital course materials delivery service. Please click the **eTextbooks** link in the left-hand navigation to confirm your access to the book and set up your VitalSource account. If you decide you do not want to purchase the texts through Inclusive Access, you **MUST** opt-out through this link. As long as you opt-out by the seventh day of class at 9:59PM PST, your student account will not be charged.

- Jack Freund and Jack Jones. 2014. *Measuring and Managing Information Risk: A FAIR Approach*. Butterworth-Heinemann, USA.
- Mark S. Merkow and Lakshmikanth Raghavan. 2011. *Secure and Resilient Software: Requirements, Test Cases, and Testing Methods* (1st. ed.). Auerbach Publications, USA.

Resources for using VitalSource Bookshelf annotation features:

- Bookshelf for iOS, Android, Mac and PC
<https://support.vitalsource.com/hc/en-us/categories/360001056774-Bookshelf>

VitalSource [Technical Support](#) (including live chat) for issues within the textbook in VitalSource.