



## Pack Ready and First Day® Complete Blackboard Student Guide

### What is Pack Ready and First Day® Complete?

CSU Pueblo has adopted Barnes & Noble College for bookstore operations and launched the Pack Ready program. This is a First Day Complete program, which provides access to all required course materials on or before the first day of class in one package with the goal of providing a simplified student experience. The cost associated with participating in this program is \$25 per credit hour.

As part of **Pack Ready**, the bookstore provides a tool in Blackboard courses so that students can access digitally delivered class materials through this program directly in their course.

This guide provides information on how to access digital and printed materials, and who to contact for more support. More information on the **Pack Ready** changes to the bookstore and materials model can be found here: <https://www.csupueblo.edu/pack-ready/index.html>

### How do I opt-out of this program?

This program charges students a flat fee of \$25 per credit hour. All courses are bundled in one total price. If students do not find the program beneficial (ex. if the total fee exceeds the total cost of their textbooks), they can opt-out.

Note that students cannot opt-out of only one class. **If they opt-out, they do so for the entire Pack Ready program for that semester.** There is an opt-out window that must be observed. The opt-out window is open four weeks before first class day through the "end of drop period for full-time courses" as indicated on the academic calendar.

By opting out, students will not receive their required materials in a package and will instead be able to select the textbooks they need a la cart from the bookstore or purchase them from other sources. Access to digital content that was provided as part of the Pack Ready program will be removed after the opt-out window closes and replaced by any new textbooks selections the student makes.

Options for purchasing course materials after opting out can be found on the bookstore website: <https://csupueblo.bncollege.com/>



## How do I access my materials?

Students can review all their included courses and included materials via the **Pack Ready Student Portal**, accessible here <https://aip.bncollege.com/>

### Accessing Digital Materials

#### Steps

1. *Sign into* **Blackboard**.
2. *Open an available course*.
3. *Click the* **Course Materials** link in the course menu set up by your instructor.
  - a. All digitally delivered materials for your enrolled courses will be shown in this link.
  - b. If you do not see a **Course Materials** or **VitalSource Course Materials** link set up in the course menu, please contact your instructor for guidance.
4. *Click the* **green actionable button** to navigate to your course material.
  - a. Depending on content type, you may need to complete some additional steps.
  - b. For content labeled as “Publisher Delivery”, you will not see any actionable buttons. You will need to navigate to the Publisher’s link to access their materials. If you need assistance with this, please contact your instructor for assistance.

Review the following screenshot for an example of what you should see in the *Course Materials* link you clicked in the course based on the content type and delivery method for your digitally delivered materials.



Welcome

5 Courses, 5 Materials

Filter by title, author, or ISBN

FirstDay Complete - Digital Bundle

Item Info

**Understanding Nursing Research, 7th Edition**  
ISBN: 9780323532051 By: Susan Grove

Read Now

Reveal Access Code

FirstDay Complete - SSO

Item Info

**MyLab Math with Pearson eText (18 Weeks) for Algebra: A Combined Approach plus Third-Party eBook (Inclusiv...**  
ISBN: 9780136423966 By: Elayn Martin-Gay

Launch Courseware

FirstDay Complete - Access Code

Item Info

**Connect Online Access for Intermediate Accounting**  
ISBN: 9781250356759 By: Spiceland

Reveal Access Code

FirstDay Complete - eBook

Item Info

**Cengage Advantage Books: Essentials of Business Law, 5th Edition**  
ISBN: 9781285974415 By: Jeffrey F. Beatty; Susan S. Sa...

Read Now

FirstDay Complete - Publisher Delivery

Item Info

**Massage Therapist's Guide to Pathology: Critical Thinking and Practical Application, 6th Edition**  
ISBN: 9781496320070 By: Ruth Werner

Notes



## Accessing Printed Materials

If you requested access to printed rather than digital materials, you should have received a Selection email from the bookstore 30 days prior to the semester start with a link to make your Student Selection and confirm whether you would like to receive your printed materials via in-store pick up or home delivery.

If you cannot find this email, please visit the [bookstore's home page](#) or the [Pack Ready Campus Landing Page](#) to find the link and make your selection.

The selection page should look something like this:

Hi[FirstName],

It's time to tell us how you want to get your [TermName] course materials included in [ProgramName]. It only takes a minute. **Don't delay: You must make your selection to receive your course materials.**

**MAKE MY SELECTION** ➔

### Follow These Three Easy Steps

**1**

**Review  
Your Materials**

Review the physical and digital materials included with your courses. You can also view recommended items and make additional selections.

**2**

**Select Pickup  
or Delivery**

Choose how you want to get your course materials, via free in-store pickup or shipped directly to you.  
**This step is required.**

**3**

**Submit  
& Finish**

You will get an email when your order is ready for pickup or when it ships!

**You must make your selection to receive your materials.** Your course materials will NOT be ready if you do not complete step 2. [Make Your Selection Now >](#)



## **Who should I contact if I have questions or concerns?**

### **For Digitally Delivered Materials:**

Customer Care is available 24 hours a day, seven days a week to help students with questions about accessing course material or using eBooks.

When submitting a ticket, please make sure you provide as much information as possible including your name, school email address, school, course information, and screenshots of any issues so any issues or questions can be answered as quickly as possible.

- Open a ticket Online for the Customer Care team: <https://tinyurl.com/customercarerequest>
- Email the Customer Care team: [bookstorecustomercare@bncollege.com](mailto:bookstorecustomercare@bncollege.com)
- Call the Customer Care team: 1-844-9-EBOOKS (1-844-932-6657)

### **For Printed Materials:**

Students experiencing issues with accessing their print materials via the Pack Ready Student Portal, should be directed to the BNC FDC Support Team

- Email the BNC FDC Support Team: [FDCSupport@bnccservices.com](mailto:FDCSupport@bnccservices.com)

### **For Other Questions:**

Contact Bookstore Manager Rory Alexander

[ralexander@bncollege.com](mailto:ralexander@bncollege.com)

(719) 549-2146