

This course is part of our AutoAccess program designed to reduce the cost of course materials for students.  You will be able to access the digital content for this course through Canvas on the first day of class automatically.

Your student account will be charged for the cost of the digital course material. We have helped save students over $15 million by providing digital content over the last 5 years.

The lowest cost content has been sourced. If you choose to opt out of the content please do so to receive a refund**.** You will be sent a Welcome Email that will provide charge amounts, the opt-out process and any additional information needed for your AutoAccess course(s) beginning

If you have questions please call 573-882-7611 or email [AutoAccess@missouri.edu](mailto:AutoAccess@missouri.edu)

**Auto Access Trouble shooting guide**

I cannot access the book though I was previously able to.

This is most often due to a mismatch between your email address in Canvas and the one registered for VitalSource.

Please contact [autoaccess@missouri.edu](mailto:autoaccess@missouri.edu).

Include:

* + - * + Your name
        + Your email address as it appears in Canvas (if uncertain, click on your avatar icon (right below the MU logo in the black bar at the left of Canvas, click Settings, and look for the starred email address at the upper right).
        + The course number and name
        + The name of the book

I get an error stating the book will be available after a certain date.

Please contact your instructor, [autoaccess@missouri.edu](mailto:autoaccess@missouri.edu), and [ethelp@missouri.edu](mailto:ethelp@missouri.edu).

Include:

* + - * + Your name
        + Your email address
        + The course number and name
        + The name of the book

I get an error stating that the book is not available.

Please note the specific error message, including any numbers, and send them to [ethelp@missouri.edu](mailto:ethelp@missouri.edu).

Include:

* + - * + Your name
        + Your email address
        + The course number and name
        + The name of the book

I cannot find the VitalSource Bookshelf link in my class.

The three most common causes of this are:

* + 1. Your instructor has not yet made the link available.
    2. The link is obscurely named.
    3. A link in the course points to the wrong location.

Troubleshooting:

* + 1. Ensure that you are on the modules page in the course.
    2. Look for items with the link icon (showing links in a chain).
    3. Try clicking any item with the link icon to see if one is the ebook. It will ask you to open it in a new window, but so will certain other tools.

If you are still unable to locate the link, please contact your instructor.

The link does not work.

This may be due to an error in the VitalSource link in a module or by attempting to link the book from outside of the modules page. Please note the location of the link and any error messages you receive and send them to

[ethelp@missouri.edu](mailto:ethelp@missouri.edu).

Also include:

* + - * + Your name
        + Your email address
        + The course number and name
        + The name of the book

I am trying to use the app on my phone, tablet, or laptop and getting an machine or device activation error.

Please see:

<https://support.vitalsource.com/hc/en-us/articles/201309743-Machine-Activations-Error>

I am having difficulty reading the book in the Canvas Student app on my phone or tablet.

The Canvas Student app only provides limited support for VitalSource Bookshelf features. We recommend downloading the Bookshelf app:

* + - * + iOS: <https://itunes.apple.com/us/app/bookshelf/id389359495?mt=8>
        + Android: <https://play.google.com/store/apps/details?id=com.vitalsource.bookshelf>