Students: Getting Started with MindTap in Blackboard

1. **Make Sure Popup Blockers are Disabled**. Blackboard requires MindTap to open in a new Browser window (or Tab). If you are clicking on a MindTap link and it appears nothing is happening, it is likely that your Browser's pop-up blocker is preventing this. Here are instructions for allowing pop-ups in various Browsers: **Cengage Pop-up Blocker Instructions**.

2. **Run a MindTap system check before you open MindTap**:http://qad.ng.cengage.com/static/browsercheck/index.html

3. **Link Your CengageBrain Account**. The first time you click on a MindTap link, you will be prompted to link your CengageBrain account with your campus Learning Management System account (one-time only). If you do not have a CengageBrain account, you must create one.

4. **Redeem your Access Code**. After you have linked your CengageBrain account you will be prompted to enter your *product access code*. If you have not yet finalized your purchase, you may access Mindtap for a trial period. Any and all work you perform in MindTap will be saved during this period, but access will discontinue after the trial expiration date, until you redeem a valid access code.

5. **Getting Around MindTap**. MindTap is intuitive and easy to use, but you may want to check out the MindTap YouTube site for tips on how to navigate, use the MindTap Reader eBook, and download the mobile app:

MindTap dashboard:https://www.youtube.com/watch?v=wLKlkGUq99Y&index=3&list=PLtv5E8moFF2qYddmA7FqJGqTZjUo-ZGnw

MindTap 1-Minute Demo: Featuring Search, Glossary, and Dictionary
https://www.youtube.com/watch?v=9K4d1v565Cc&list=PLtv5E8moFF2qYddmA7FqJGqTZjUo-ZGnw&index=7

MindTap Reader and StudyHub:https://www.youtube.com/watch?v=XnOz9CI0VF4&list=PLtv5E8moFF2qYddmA7FqJGqTZjUo-ZGnw&index=10

MindTap mobile app:https://www.youtube.com/watch?v=ATeHaexsrpw&list=PLtv5E8moFF2qYddmA7FqJGqTZjUo-ZGnw&index=4

6. **Technical Support**. Use the Cengage Technical Support link in your Canvas course to submit a ticket. This will send the information about your course and product in use to the technicians. Be sure to describe your issue in as much detail as possible, and attach a screen shot of the entire page, including the URL. This will allow tech support to solve your problem faster. Tech support will likely want to know your browser and version, which can be found at www.whatismybrowser.com (this will also tell you if you have the latest versions of Java and Flash, which are often required). Once you create a case, you will be given a case #. If your case is not resolved within 24 hours, send your case # to your instructor and it will be escalated.

August 23, 2016