

# INCLUSIVE ACCESS (IA)

## **Student – IA FAQs**

### **Q: What is Inclusive Access?**

Inclusive Access is a model that includes the cost of digital course materials in your tuition and fees. This ensures more affordable access to textbooks and courseware. Digital materials—like eBooks and embedded courseware codes—are delivered through your LMS on the first day of class.

### **Q: How will I know if my course is part of the Inclusive Access Program?**

Check your campus store's website for your course materials. Courses participating in the Inclusive Access Program will be clearly labeled. You will also receive an email with program details if you're enrolled in a participating course.

### **Q: Am I automatically enrolled in Inclusive Access for my course?**

Yes. If your course participates in Inclusive Access, you'll automatically receive access to the required materials. You do have the option to opt out by the add/drop deadline. If you opt out, the IA fee associated with the class will be removed. If the fee remains within a week of the class census date, please reach out to your institution's billing office.

### **Q: Do I need to buy anything separately from the campus store?**

Some Inclusive Access courses may require a printed workbook or lab manual that must be purchased separately. For digital materials included in the program, no purchase is necessary—access is automatically provided.

### **Q: Is access to digital course materials free?**

No. A charge for Inclusive Access materials will be added to your student account after you register for a course that participates in the program. You have the option to opt out of Inclusive Access on a course-by-course basis if you prefer to obtain your materials independently.

### **Q: How do I pay for the Inclusive Access materials?**

The charge is added to your student account and can be paid along with your other tuition and fees.

### **Q: How much do digital course materials cost through Inclusive Access?**

Inclusive Access pricing is a set price per item, per course, preset by your institution to help lower your overall costs. Materials are generally more affordable than traditional print options—sometimes up to 70% less than retail prices.

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**Q: Can I opt out of the program?**

Yes. You can opt out if you prefer not to use the digital materials. The opt-out deadline will be shared with you in a welcome email from BibliU and may also appear in your LMS. If you opt out by the deadline, your access will be removed, and the charge will be refunded.

**Q: How do I opt out?**

You can opt out using the link provided in the BibliU welcome email, through a link in your LMS (e.g., Blackboard, Canvas, etc), or by going directly to the BibliU app. Please find detailed information [here](#).

**Q: Can I opt back in after opting out?**

Yes, you can opt back in any time before the deadline using the same methods: the opt-out link, the LMS, or by emailing [support@bibliu.com](mailto:support@bibliu.com).

**Q: I didn't use the materials. Will I still be charged?**

Yes. All students enrolled in a participating course are automatically granted access and billed unless they opt out by the deadline—even if they don't use the materials.

**Q: I missed the opt-out deadline. Can I still get a refund?**

No. Refunds are only available if you opt out before the deadline. These policies are in place due to agreements with publishers and distribution partners.

**Q: I dropped the course. Will I be refunded for the Inclusive Access charge?**

If you drop the course before the opt-out deadline, you will not be billed by the school for your class. Drops after the deadline may still be subject to the charge.

**Q: I have an extension for my course. Can I keep access to my materials?**

Yes. Email [support@bibliu.com](mailto:support@bibliu.com) to request an extension on your materials.

**Q: What should I do if I have trouble accessing the materials?**

BibliU provides 24/7 technical support. Contact them at [support@bibliu.com](mailto:support@bibliu.com) for assistance.

**Q: I prefer printed books. What are my options?**

Check with the campus store to see if a printed version of the textbook is available to purchase or rent. Be sure to opt out of the Inclusive Access materials to avoid being charged for the digital version.

**Q: Who should I contact if I have additional questions?**

For general questions, contact your campus store. For technical support, email [support@bibliu.com](mailto:support@bibliu.com).

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**Q: How do students get the best experience with BibliU?**

For the best experience, access your materials using Google Chrome or the BibliU app.

**Q: Why should I download the BibliU app?**

The BibliU app is free to download and allows you to read your course materials offline, which helps reduce the need for high-speed internet.

**Q: Where can I download the BibliU app?**

You can find download links for both mobile and desktop versions at [bibliu.com](https://bibliu.com).

**Q: How do students access their BibliU eBooks?**

If a course uses the Inclusive Access program, a BibliU link will appear on the course page in your LMS. Once enrolled, your eBook will automatically show up in your BibliU bookshelf.

**Q: How do I access my courseware through BibliU?**

If your course uses coded courseware, click the BibliU link on your class page. You'll see a book labeled 'courseware' along with the title of the book or course information. If your course uses non-coded courseware, access it directly from the course page—your instructor must set it up for access.

**Helpful Guides:**

- General BibliU student help and How-To's: [Getting Started With BibliU](#)
- Courseware: [What is Courseware? – BibliU](#)
- How to access your courseware: [Accessing Courseware Through BibliU](#)
- General FAQs and Troubleshooting: [FAQs and Troubleshooting](#)