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How much does First Day Access cost?

The price varies depending upon the course materials chosen by the instructor, but most First Day Access prices are lower than the cost to access the material direct through the publisher, and average 50% to 70% off the cost of the printed text.

How will I get my access code?

If your instructor is using First Day Access, you are already enrolled. You will be notified via email 3-5 days prior to the start of class with access instructions and information on opting out. This information may also be provided in the instructor's syllabus.

How do I pay for my access?

Students are billed at the time of registration. No waiting in line with a heavy, expensive book!

What does it mean to opt-out?

If you do not wish to participate in First Day Access or you already have the course material, you have until the University's add/drop deadline to opt out of the program online. The opt-out procedure will be outlined in your emailed information. If you opt out by the deadline, access to the online content will be turned off and you will receive a refund after the add/drop deadline.

I did not opt out, but I did not register my access or use the online platform. Will I still be billed?

Yes. All students who are enrolled in a course using First Day Access are automatically considered part of the program. To avoid being billed you must opt out online before the University's add/drop deadline.

I forgot to opt out and missed the deadline. Can I get a refund now?

Once billing has been completed, the only option for a retroactive refund is with documented withdrawal.

Who should I contact if I am having trouble with access to the online content?

If you need additional assistance, contact the Rucker Shop. If it is a question regarding something in the access code itself. First, try the online help desk of the publisher for your course's content. The publisher of your content should be listed in the initial email you received about your inclusion in First Day Access. If additional help is needed after trying the publisher, contact the Rucker Shop.

I already have access to the online platform from a previous course. Can I continue without paying twice?

If you are in a continuing series course (example, you took PHY 9A and paid for access, and you are now taking PHY 9B), Simply OPT-OUT of the course materials and continue to log in with your original account and simply assign your new course ID to access the homework. If your current section does not require the homework, you can still use the platform's self-study tools and do not need a new course ID.

I added the class late. When is my payment due?

Your bill will be due at time of registration. Contact the Cashier's Office to pay or make payment arrangements.

I didn't get an email about my course, but other students in my class did. Was I sent an email?

All enrolled students are emailed about the program.

We are using the same Textbook as last semester, can I opt-out?

It will depend on how your professor sets up the class. If the course is ONLY using the digital textbook and no other courseware, it is probably okay to opt-out of the FDA for that class. If the class is using the actual "Courseware" which would commonly include another copy of the book, you still need to remain opted-in because the "Courseware" is also used to assign and submit your homework. Remember that textbooks are commonly INCLUDED with courseware and there are no refunds on the textbook itself if you already have it. It is simply a package deal.

You can also check to see if your course in question is set up as a semester pay or if it is a continuation.

Before opting-out, make sure to verify with your professor that it is okay to do so and take note of how long the copy of your book is available to you! Is it a perpetual book that you can keep forever or is it only available to you for X amount of days?

I am dropping the course, do I opt-out and will I receive a refund?

There is no need to Opt-out. If you are dropping a class BEFORE the Universities Add/Drop deadline, you will automatically be opted-out and automatically receive a refund. If you drop the course AFTER the Add/Drop deadline or forgot to opt-out, and billing has already been completed, there may require documentation of withdrawal from the course in order to receive a refund. If a course is dropped after the deadline, come to the Rocker Shop and we can address refunds on a case by case basis.

I accidentally opted-out, can I Opt back in?

Accidents happen, yes you can opt back in. Students can opt back into FDA before the Universities Add/Drop deadline. If you opt-out after the Add/Drop deadline, you will have to come to the Rocker Shop for any additional changes to be made.

I found another copy of the book, can I opt-out?

It will depend on how your professor sets up the class. If the course is ONLY using the digital textbook and no other courseware, it is probably okay to opt-out of the FDA for that class. If the class is using the actual "Courseware" which would commonly include another copy of the book, you should still remain opted-in because the "Courseware" is also used to assign and submit your homework. Remember that textbooks are commonly INCLUDED with courseware and there are no refunds on the textbook itself if you already have it.

You can also check to see if your course in question is set up as a semester pay or if it is a continuation.

Before opting-out, make sure to verify with your professor that it is okay to do so and take note of how long the copy of your book is available to you! Is it a perpetual book that you can keep forever or is it only available to you for X amount of days?

It is also important to make sure that the editions remain the same if you have acquired a different book.

My professor doesn't use FDA for homework, can I opt-out?

If you have a copy of the textbook needed for the course and you do not submit homework digitally, it is probably ok to opt-out but it's good practice to check with your professor first just to be sure it will not be adopted later in the course.

I paid for the same textbook last semester, why am I paying again?

This could be for different reasons. Your “Textbook” could be part of the courseware being used for the class. In this case, the textbook is commonly included with the courseware and you would essentially just be receiving another digital copy of the book. If the class does not use the “Courseware” but instead is Textbook Only, you will still need to verify how long the term is for your digital book before opt-out of the FDA materials.

Another reason why you may be charged again is because most courses are Pay-Per-Semester so if the textbook in question is part of the courseware for your class, these “Materials” will be charged out each semester.

All courses are charged at the beginning of the semester and all Opt-outs and qualifying continuations will receive a refund after the Add/Drop date.

Can I get a physical copy of my textbook?

In some cases, it is possible to get a physical copy of a digital textbook. Not every course has a physical textbook available as the publishers will not even print certain books. If your course uses a textbook that is available in print form, that textbook is only a supplemental tool for the course and does not necessarily mean that you can just opt-out of the FDA. Remember, FDA is not JUST digital textbooks but may also be courseware that can INCLUDE the textbook as a package.

Do I need an access code/How do I get one?

If your instructor is using First Day Access, you are already enrolled, and in most cases you will not need to acquire an access code as most courseware is “Codeless”. There are a few exceptions and you will be made aware if an additional access code is necessary. This information may also be provided in the instructor’s syllabus. If you are being prompted to type in an access code, read the instructor’s syllabus for details.

Error screens while trying to access classes

If you encounter error screens while trying to access your digital content, stop into the Rocker Shop so that we can diagnose the problem and find a solution. Sometimes when the publishers issue updates, you may see these error screens or be denied access. Try clearing your browser history and clear all “Cookies” as they may be blocking your access. Try logging back in straight through D2L, if the course is accessible that way, with a fresh browser and no cookies.

I didn’t receive an email for FDA instructions

If you haven’t received the email sent by the Rocker Shop regarding the access instructions we first would like you to check you spam folder and your deleted items. If you do not find it there, we can send you another email. If you registered for a class that is using FDA, it can take up to 1 business day for that course to become active. The information gets “scrubbed” nightly so if you just signed up for the class, you may have to wait until tomorrow to gain access to it through D2L or any other interfaces.

I can’t find my class on D2L

There may be a few different reasons why your class is not showing up on D2L.

1. Make sure that the interface for the class is in fact accessed through D2L. It could also be an extension and accessed through Wiley or Zybooks for example.
2. If you recently added the course, it can take 1 business day to register and show up digitally.
3. It is possible that the professor has not yet activated the digital content.
4. Try alternative Web Browsers. Google tends to be the best option.

I didn't know I was signed up for FDA until After the Add/Drop date, can I still get a refund?

Refunds after the Add/Drop date will be determined on a case by case basis.

My professor isn't using FDA but I was still charged

In some cases, we have seen a professor adopt the FDA platform but never actually use it during the course. In cases such as this, the Rocker Shop will communicate directly with the professor to make sure the program is not being used or will not be used and the class would receive a refund.

I could access my materials earlier but now I can't!

If you have lost access right after the Add/Drop date, you will need to Re-access your materials for the full FDA license. Opt back into the FDA program as the timeframe prior the Add/Drop date is considered a trial period for the digital materials.

Sometimes the publishers update the software and it can cause some confusion. A common fix is to wipe your browser history and cookies so you can start fresh from D2L. Many times, these cookies create a digital roadblock and once removed, you can gain access to your materials. If this fix does not work, please bring your laptop to the Rocker Shop and we can look further into the problem.

I am enrolled but do not have access to my materials

REFER TO FAQ "I cant find my class on D2L"

How long will my refund take?

Refunds will be submitted after the Add/Drop date. Once the refunds are "Imported" to your account in can take a few business days for the refund to reflect on your SdEpay statement.

Who to contact for troubleshooting?

If you need additional assistance, contact the Rocker Shop. If it is a question regarding something in the access code itself. First, try the online help desk of the publisher for your course's content. You may need to contact the publisher directly to address any issues you might have. If addition help is needed after trying the publisher, contact the Rocker Shop.

Where can I access additional digital materials?

Now it's time to discuss Vital Source as an option to purchase digital textbooks that are not part of the FDA program. More and more students are beginning to prefer the digital option for their textbooks over physical copies. If you find yourself in a course that is a little book heavy, check out the digital options that are available for rental or purchase! From the Rocker Shop website www.sdsmtbookstore.com, click on the "Textbook" drop-down menu and select "Digital Textbooks". This will take you directly to the Rocker Shop attributed Vital Source homepage. Using the main search bar, you can input the ISBN, Title or Author of the book that you are looking for and if that book is digitally available, you will be shown different options to rent for variable terms or just purchase a digital copy for life. Add the book to your cart, begin checkout and pay using a major credit or debit card and get instant access