

# IA TO TEXTBOOK INFORMATION & TECH SUPPORT

CENGAGE

HAWKES

PEARSON

SAGE

MCGRAWHILL

## **1. How do I access Cengage, Hawkes, Jones & Bartlett, Pearson, Sage, and McGrawHill in my Canvas?**

If your instructor is using Mindtap or Webassign, you will find your course level link in Modules. If your instructor is only using the ebook, you will find that in the Learning Materials link in Canvas.

Navigate to the Modules tab of your Canvas course and select Hawkes Single Sign On from within the Hawkes Learning Module. You can also navigate to the Assignments tab of your Canvas course and select an individual Hawkes assignment to access Hawkes directly.

Use the My Textbooks link in your Canvas course navigation.

A deep link is created in Canvas that takes students/instructors directly into the Sage Vantage courseware.

Video instructions for Connect Products here:

<https://www.mheducation.com/highered/support/connect/first-day-of-class/ia-canvas.html>

Video instructions for Simnet Products here:

<https://www.mheducation.com/highered/support/simnet/first-day-of-class/ia-canvas.html>

## **2. I can't find the Cengage, Hawkes, Jones & Bartlett, Pearson, Sage, and McGrawHill link in my Canvas course. What should I do?**

Check with your instructor and ask them where they added the course level link.

Contact your instructor for guidance on where they have added Hawkes access to their course.

Check with your instructor.

Ask your instructor to confirm the tool is on the add a deep link.

<https://sagevantage.softwareassist.com/SolutionFAQ.aspx?id=1289> INSTRUCTOR can contact me for assistance. My information SHOULD NOT be shared with students.

Ask your instructor if they have paired their course yet. If yes, and still can't find the link, please contact our support team: <https://mh.my.site.com/CXG/s/ContactUs>

If support cannot resolve, please provide your case number to your instructor and ask MH to escalate the issue.

### **3. How do I link my Canvas and Cengage, Hawkes, Jones & Bartlett, Pearson, Sage, and McGrawHill accounts?**

For Mindtap and Webassign, you will click the course level link your instructor provided. The very first time you click this link, you will either log in to an existing Cengage account or you will create an account. Every other time after this, clicking the course level link will automatically launch you into the platform.

This will happen automatically through the account creation process the first time you access Hawkes through Canvas.

Use the My Textbooks link, follow the steps and you will be prompted for your Pearson credentials. The instructor should also have a guide that shows this process.

See answer for #2

<https://www.mheducation.com/highered/support/connect/course-setup/sync-lms.html>

Contact your CSS contact above to schedule a 1:1 appointment

### **4. Are my Cengage, Hawkes, Jones & Bartlett, Pearson, Sage, and McGrawHill assignments and grades synchronized with Canvas?**

This depends on the instructor. It's possible, but the instructor needs to enable grade sync themselves.

Yes, grades sync overnight each night from Hawkes to Canvas.

This depends on the instructor. It's possible, but the instructor needs to enable grade sync themselves.

Depends if instructor utilizes this functionality from Sage Vantage.

<https://www.mheducation.com/highered/support/connect/course-setup/sync-lms.html>

Contact your CSS contact above to schedule a 1:1 appointment

### **5. I'm having trouble submitting assignments in Cengage, Hawkes, Jones & Bartlett, Pearson, Sage, and McGrawHill via Canvas. What should I do?**

Check with your instructor. If they can't assist, check with Cengage Technical Support at <https://cengageorg.my.site.com/Service/s/login/?language=en> US

Contact the Hawkes Support Team directly via 24/7 LiveChat <https://chat.hawkeslearning.com> or phone Monday – Friday 8:00am – 9:00pm EST #1-800-426-9538

Check with your instructor. If they can't assist, check with Pearson Technical Support at <https://support.pearson.com/getsupport/s/contactsupport>

Contact Vantage Support at <https://sagevantage.softwareassist.com/> or by phone at #800-818-7243 ext 7080.

Please contact our support team: <https://mh.my.site.com/CXG/s/ContactUs>

If support cannot resolve, please provide your case number to your instructor and ask MH to escalate the issue.

## **6. Can I access Cengage, Hawkes, Jones & Bartlett, Pearson, Sage, and McGrawHill from a mobile device within Canvas?**

You can read your textbook on the Cengage Read App. However, you must first join your Cengage course through your course level link in Canvas. For more information on Cengage Read – <https://cengage.com/mobile-app/>

Hawkes is not currently compatible with mobile devices. While it may work on a mobile device in some capacity, it is recommended that you access Hawkes from a computer or tablet for the best experience.

No, you can't get through "My Textbooks" properly while on mobile. If on mobile, it is recommended to access the Pearson courseware directly at <https://mlm.pearson.com/northamerica/>

Yes

Connect is best accessed on a desktop/laptop. We do have a mobile app for reading the ebook, downloading chapters for offline access, and doing Smartbook assignments only. Regular homework assignments/quizzes, etc. must be submitted on a desktop. More info on the ReadAnywhere app is here:

<https://www.mheducation.com/highered/learning-solutions/digital-solutions/mhebook.html>

Simnet is not accessed from a mobile device.

## **7. I forgot my Cengage, Hawkes, Jones & Bartlett, Pearson, Sage, and McGrawHill login credentials. What should I do?**

It is only necessary to sign in to your Cengage account the very first time you are accessing it. If you have used a Cengage product in a previous semester and do not recall your password, please click the Need Help Signing In? link.

You will not need login credentials when accessing Hawkes directly through Canvas. If you need to access Hawkes outside of Canvas, you can do so by following the steps on the right side of the attached Quick Start Guide.

Use the “Forgot Username or Password” function here

[https://login.pearson.com/v1/piapi/piui/forgot-unpw?client\\_id=51J4fZN1MiNpiqENQnbBtIOoCr5nljmb](https://login.pearson.com/v1/piapi/piui/forgot-unpw?client_id=51J4fZN1MiNpiqENQnbBtIOoCr5nljmb)

Or reach out to Pearson Technical Support at

<https://support.pearson.com/getsupport/s/contactsupport>

Contact Vantage Support at <https://sagevantage.softwareassist.com/> or by phone at #800-818-7243 ext 7080. Reset password at

<https://vantage.sagepub.com/login/resetpassword>

Please contact our support team: <https://mh.my.site.com/CXG/s/ContactUs>

If support cannot resolve, please provide your case number to your instructor and ask MH to escalate the issue.

## **8. Are there any Cengage, Hawkes, Jones & Bartlett, Pearson, Sage, and McGrawHill tutorials or resources to help me get started?**

Go to <https://startstrong.cengage.com/> and select your Cengage Product, your LMS (Canvas), and whether your course is in IA.

Yes, a Hawkes comprehensive training video can be found at [Hawkes TV | Instructional Videos \(hawkeslearning.com\)](#) in addition to the attached Student Quick Start Guide.

All instructors using Partner Integration with Pearson are provided with student guide that shows how to gain access to the courseware. The instructors are provided this guide when we directly notify them that the course material is ready. Students should check with their instructors.

Sage Vantage Student Videos:

<https://sagevantage.softwareassist.com/SolutionFAQ.aspx?id=1335>

Since Connect is so customizable, each instructor will use Connect a little differently. It's best to follow the instructions from your instructor. There are some videos:

[https://mh.my.site.com/CXG/s/article/Connect-Student-How-To-Videos?dc=Student\\_Resources](https://mh.my.site.com/CXG/s/article/Connect-Student-How-To-Videos?dc=Student_Resources)

Simnet Videos: [https://mh.my.site.com/CXG/s/article/SIMnet-Student-Instant-Help?dc=Student\\_Resources](https://mh.my.site.com/CXG/s/article/SIMnet-Student-Instant-Help?dc=Student_Resources)

## **9. How do I know when new assignments or content are available in Cengage, Hawkes, Jones & Bartlett, Pearson, Sage, and McGrawHill via Canvas?**

Either use the Canvas calendar, check the Canvas Assignments page, check the Canvas Modules page, or check with your instructor.

All assignments will appear in both the Assignments tab in Canvas as well as your Hawkes To-Do List as they are assigned.

Either use the Canvas calendar, check the Canvas Assignments page, check the Canvas Modules page, or check with your instructor.

Instructors are able to set due dates so assignments appear on the Canvas Calendar. There is also a student dashboard that is available in Vantage to show what needs to be completed next.

Talk to your instructor about this. It is up to your instructor to link the assignments in Canvas.