How to Access Student Resources And Training Videos for

It is highly recommended you follow this step-by-step instructional training guide to ensure your success. You will learn how to purchase, register and use your products.

Option 1: Access the website https://lippincottdirect.lww.com/Jec to purchase your products through Wolters Kluwer

Option 2: Purchase your products through your campus bookstore

Follow the steps in the Purchasing Video to complete your purchase.

Register your purchased products at thepoint.lww.com/studentsupport using your Digital Product Access Code. Select "New User" or "Return User" and watch the corresponding video below.

Watch the New User Video

--- OR ---

Watch the Return User Video

Once you’ve followed the steps in the video, you should now have an account, and your products should appear under the 'My Content' tab.

There are 3 types of Access Codes:

- Digital Product Access Code: Provides access to thePoint
- Class Codes: Issued by your instructor to connect you to the class roster
- Nursing Concepts Library Code: for Lippincott CoursePoint for Nursing Concepts students only. Used to join your school's Concept Library.

Committed to You! thePoint.lww.com/studentsupport
Before accessing your products, it is critical you watch these on-demand training videos for each of your required learning tools.

For you will need to watch the checked videos below.

- Lippincott CoursePoint+
- Lippincott CoursePoint for Nursing Concepts
- Lippincott CoursePoint
- Lippincott Advisor for Educaiton
- Vitalsource eBooks
- prepU
- vSim for Nursing
- Lippincott DocuCare
- Lippincott PassPoint for both RN & PN
- Lynn: Taylors Clinical Nursing Skills; A Nursing Process Approach, 4e
- Lippincott CoursePoint- Marquis: Leadership & Management
- Lippincott RN to BSN Online Courses

Tips for viewing training videos

- **CHAPTERS**
  To the left of the viewing pane you will see 'chapters'. Each video will have a number of segments. You can navigate to any shorter segment by clicking the chapter title.

- **REFERENCES**
  At the bottom left of your screen you will see a 'references' section. Click any of these links to access additional resources. Be sure to take advantage of the "Getting Started Tips"!

- **SUBMIT A QUESTION**
  In the lower right of your screen you will see the 'submit a question' feature. Here you can submit questions directly to our Customer Success team. Within 24 hours you will get an email response from a team member.

*Please note: Your instructor can capture 'attendance' from thePoint. He/she will know who has/has not viewed the videos.*
Access the links below to interact with other nursing students, like you, who are using these products.

**YouTube**
Check out our student YouTube channel to hear testimonials and tips from other students.

**Facebook**
Join us on Facebook and chat with fellow nursing students who are preparing for the NCLEX and their careers.

**nursingcenter.com**
Check out the nursingcenter.com for peer reviewed-nursing journals and continuing education resources.

**TECH SUPPORT**

Our technical support agents are experts in all our digital solutions! They are standing by and ready to help you with any questions you may have. Please don’t hesitate to contact us!

- **Toll-free phone number:** 1-800-468-1128
- **Email:** techsupp@lww.com
- **Online:** thepoint.lww.com/studentsupport

**LIVE HELP HOURS**
- Monday – Thursday: 8am – 12am (EST)
- Friday: 8am – 7pm (EST)
- Sunday: 4pm – 12am (EST)
Student Pre-work for First Day of Class

Note: All computers and mobile devices used for training must be updated to the latest browsers:

- Mozilla Firefox 24+, Google Chrome 32+, Internet Explorer 9+, Apple Safari 6+.

Activating Your Purchased Product Access Codes

Product Access Codes are provided once you purchase your products.

New User to thePoint?

1. Go to http://thepoint.lww.com
2. Click on New User in the upper, right corner
3. Enter one of your Product Access Codes in the field provided
4. Click Next
5. Follow the prompts and fill out all of the required information
   a. Note: It’s highly recommended you enter your school email address
6. Once ‘Successful’, click on your “My Content” tab where you will see the product you just activated.
7. If you have multiple Product Access Codes, from the “My Content” tab, on the right side just under the green, horizontal banner, click “Add a New Title to My Content”. Enter additional purchased Product Access Codes in the field and click “Next”.
8. Repeat this step until all of your newly purchased products are displayed in your “My Content” tab. This tab illustrates your personal library of purchased products.

Return User to thePoint?

1. Go to http://thepoint.lww.com
2. Click on Return User in the upper, right corner
3. Enter your account’s login credentials. If you forgot your password, use the “Forgot your password?” link to reset your password.
4. Once logged into your account, click on your “My Content” tab. On the right side just under the green, horizontal banner, click “Add a New Title to My Content”. Enter your purchased Product Access Code in the field and click “Next”.
5. Once successful, you will see your new product in your “My Content” tab. Repeat if you have multiple Product Access Codes.

Updated 6/10/16
Downloading your Lippincott CoursePoint Online eBooks to your VitalSource Bookshelf

1. From your “My Content” tab, click on the ‘Course Content’ link listed under your Lippincott CoursePoint product title.

   Hinle & Cheever: Brunner & Suddarth’s Textbook of Medical-Surgical Nursing, 13th Edition
   Course Content

1. Next, click on the eBook link listed under the ‘Knowledge Acquisition’ header on left side of the page.

2. Click on the eBook link for Chapter 1. You should see this box pop-up:

3. Enter your school email address to begin the registration process for a VitalSource Online Bookshelf.

   • NOTE: If you believe you may have used a VitalSource eBook in a previous class, you may already have an account. So, try to remember the email you used before to login at this point. If not, we recommend you use your school email, then follow the prompts and fill in all required information. Then, Accept the Terms of Condition. (This is a one-time process).

   • Tip: For easy recall, we recommend you use your school email address and password for your VitalSource bookshelf that you used to log into thePoint.
4. After registration, you will see the below popup:

5. **Exit** the popup by clicking the 'X' in upper, right corner. Now, you are in your Online Bookshelf ‘authenticate’ or connect your other thePoint to your Online Bookshelf, "My Content" tab on thePoint site above.

6. **IMPORTANT:** To navigate back to your and Repeat Step 2, you will not have to register again, just simply authenticate or connect your other online bookshelf.

7. **NOTE:** You will not open the eBook to eBook titles to your

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**Troubleshooting**

General Troubleshooting:
- Update web browser on computer or mobile device: Recommend using latest versions of FireFox or Chrome. Safari and Internet Explorer can be problematic.
- Switch browser if current browser is causing issues.
- Try deleting cookies, restarting browser and trying again.
- Make sure third-party cookies are enabled.
- Clear cache/history.

**eBook Troubleshooting:**
- Make sure web browser is updated
- Make sure mobile device has the most recent operating system
- You may find you have 2 separate VitalSource accounts. Resolve by calling VitalSource support so they can merge your accounts. 1-855-200-4146
- Not able to highlight or make notes on mobile device: make sure you register with VitalSource and download the VitalSource App.
- Issues with eBooks, contact VitalSource at 1-855-200-4146
- To learn how to download VitalSource to other devices, click here: [https://support.vitalsource.com/hc/en-us/articles/201344733-Bookshelf-Download-Page](https://support.vitalsource.com/hc/en-us/articles/201344733-Bookshelf-Download-Page)

**PrepU Troubleshooting:**
- Not seeing the prepU platform, change browsers to Chrome or FireFox. You can also try to enable third-party cookies. Just know Safari can be problematic.
- Class Code not working: check with instructor to confirm it’s accurate, and that you purchased the right product.
vSim Troubleshooting:
- Simulation not loading: make sure you have the latest version of Flash Player
- vSim not working on iPad: unfortunately, vSim does not function well on iPads but a workaround would be to use the Puffin app (not guaranteed).

Technical Support:
Monday – Thursday: 8am – 12am (EST)
Friday: 8am – 7pm (EST)
Sunday: 4pm – 12am (EST)
Phone: 1-800-468-1128
Email: techsupp@lww.com
VitalSource (eBooks): 1-855-200-4146
Welcome Back to School
Purchase Options
Welcome! In addition to your campus bookstore, a School Specific URL has been created for your school. The customized School Specific URL lists the Lippincott learning solutions required by your faculty. The website provides purchase discounts for which your school has qualified.

To take advantage of these discounts, please click here to access your school's site:
https://lippincottdirect.lww.com/JeffersonStateCommunityCollege-Fall2017

For your information, the below list outlines a sample list of Lippincott learning solutions required at some nursing schools. It provides a comparison of costs, so you can see the money you can save purchasing from your own School's Specific URL.

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Lippincott CoursePoint: Taylor's Clinical Nursing Skills</td>
<td>9781496323811</td>
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<td>9781451176698</td>
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Welcome University of Maryland
Baltimore Students!
Get Your Course Materials

<table>
<thead>
<tr>
<th>All Fields Required</th>
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</tr>
</thead>
<tbody>
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<td>First Name</td>
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<td>Last Name</td>
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<td>Program Type</td>
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<td>Graduation Year</td>
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<tr>
<td>Email Address</td>
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</tbody>
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Welcome, ann!

As a student at University of Maryland Baltimore, you are entitled to a discount on some products for your classes.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>List Price</th>
<th>Your Price</th>
<th>Cart</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lippincott CoursePoint for Taylor's Clinical Nursing Skills - 12 months</td>
<td>$150.00</td>
<td>$112.50</td>
<td>Add</td>
</tr>
<tr>
<td>Lippincott CoursePoint for Taylor's Fundamentals of Nursing - 12 months</td>
<td>$100.00</td>
<td>$135.00</td>
<td>Add</td>
</tr>
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<td>$125.95</td>
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</tr>
<tr>
<td>INTRODUCTION TO PROFESSIONAL NURSING PRACTICE 505 - Cook, Seger</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lippincott CoursePoint for Taylor's Clinical Nursing Skills - 12 months</td>
<td>$150.00</td>
<td>$112.50</td>
<td>Add</td>
</tr>
</tbody>
</table>
# Shopping Cart

<table>
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<th>Item</th>
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<tbody>
<tr>
<td>Lippincott CoursePoint for Taylor's Clinical Nursing Skills</td>
<td>$112.50</td>
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<tr>
<td>Lippincott CoursePoint for Taylor's Fundamentals of Nursing</td>
<td>$135.00</td>
</tr>
<tr>
<td>Lippincott's DocuCare</td>
<td>$99.94</td>
</tr>
</tbody>
</table>

**Estimated Total: $347.44**  
(Before tax and shipping)

Continue Shopping  [Begin Checkout Process]
Review and Pay

*Shipping Options

- Standard (50.00)
- Two-Day (80.00)
- Overnight (50.00)

Billing Address

John Smith
123 Apple Street
Baltimore, MD 21201
US

Shipping Address

Same as Billing Address

Secure Credit Card Payment

This is a secure 128-bit SSL encrypted payment.

*Credit Card Number

The number on the front of your credit card.

VISA

DISCOVER
FINANCIAL AID FOR PURCHASES OF
LIPPINCOTT COURSEPOINT & COURSEPOINT+ TITLES

Financial Aid

Students ensuring financial aid may be able to take advantage of a 30-day deferred payment plan by purchasing directly from Wolters Kluwer.

By clicking the box below, I certify that I am a student affiliated with University of Maryland Baltimore who is qualified for financial aid for the upcoming academic term and have not yet received my financial aid disbursement. I hereby certify that by clicking this box, I am eligible for a deferred billing option. If this is not your school, please log in to the Lippincott Direct site for your school.

☐ I certify that I am a student affiliated with University of Maryland Baltimore who is qualified for financial aid for the upcoming academic term and have not yet received my financial aid disbursement.

Submit

Secure Credit Card Payment

This is a 3D Secure Credit Card Payment.
FINANCIAL AID FOR PURCHASES OF
LIPPINCOTT COURSEPOINT & COURSEPOINT+ TITLES

Financial Aid

Students eligible for financial aid may be able to take advantage of a 30 day deferred payment option by purchasing directly from Wolters Kluwer.

To take advantage of deferred payment:

1. Contact Wolters Kluwer Customer Service to place your order:
   - 1.800.638.3030
   - 1.301.223.2700
   - 8:30am-7pm ET (M-F)

2. When calling, reference your Personal Financial Aid Code: WPFA0141

Secure Credit Card Payment

This is a secure 128-bit SSL encrypted payment.
For Questions or Support
Please contact Technical Support

1-844-797-9973
ejeffersonstate@wolterskluwer.com