



eBooks

Frequently Asked Questions

1. Why is Grand Canyon University transitioning from print to digital content in the classroom?
 - To make all course materials available to students and faculty through the Learning Management System (LMS). Everything you need to be successful in class will be available immediately when you log on to attend class.
 - To reduce the cost of course materials to students. At current pricing levels, digital content will reduce the overall cost of course materials by approximately 25% over the program. This may vary slightly, depending on the program in which you are enrolled.
 - To continue to provide a high-quality, contemporary education at an affordable price. We live and work in an increasingly electronic world. The education you earn at Grand Canyon University will enable you to be confident in your skill at working in this digital world.
2. What is an eBook?
 - An eBook is an electronic version of a print textbook. There are many formats in which an eBook can be delivered. The formats Grand Canyon University has chosen are as follows:
 - i. Portable Document Format (PDF)
 - ii. Electronic Publication (ePUB)
 - iii. Web Viewer links (available in selected courses only)
3. What software do I need to view **PDF files**?
 - **PDF Files:** Download the latest version of **Adobe Reader**
<https://support.gcu.edu/hc/en-us/articles/201173610-Which-Adobe-Reader-version-should-I-use>
4. What software do I need to view **ePUB files**?
 - **ePUB Files:** Download the latest version of **Adobe Digital Editions**
<http://www.adobe.com/products/digital-editions/download.html>
 - At this time, BIB-104 is the only course that uses an ePUB file in the classroom.
5. What software do I need to view **Web Viewer files**? Download the latest version of the applicable software. If that is not possible, download no lower than the version specified on this list.

Traditional Students Only

Windows	Mac OS	Smartphones & Tablets
Internet Explorer 9.0+ Firefox 30.0+ Google Chrome36.0+	Firefox 30.0+ Google Chrome 36.0+	Google Chrome (Android & iOS) Safari (iOS)

- At this time, not all courses have a Web Viewer link but for those courses that do, you can view them from any device.



6. How do I download an eBook file on a Windows desktop or Mac?
 - There will be a Digital Resource page in every class that has digital content. There will be a link for each textbook that is used in the course. Click on the preferred download option to access the digital file.
 - **For PDF and ePUB**, it is highly recommended to download and save files on your desktop to have continued access to the digital content even after you complete the course. Once the course ends, you will no longer have access to the course materials unless it is saved on your desktop.

7. How do I unlock the PDF file?
 - You must be online the first time you unlock the eBook.
 - This is a protected document. Enter your GCU student or faculty username and password.
 - Check the box that states “**Automatically sign me into this document in the future**” (Do not select this if you are using a public computer.)
 - i. Important note – if the PDF file had been previously downloaded and the box is not checked, the user will need to unlock the file.
 - Click ‘Login’ to unlock the eBook. Your GCU username and password will be verified.

8. Can I download the eBook on different computers?
 - Yes. Each time you download the eBook on a different computer it will have to be unlocked using your GCU username and password.

9. Do I have to be online to read the eBook?
 - You have to be online to download and unlock the eBook. After you have the digital file unlocked on your computer, you have the option to keep it unlocked for offline reading.

10. Can I print the eBook?
 - Yes. Grand Canyon University’s licensing agreements with publishers enable you to print one (1) copy of the eBook for your personal use.
 - Please refer to Grand Canyon University’s Copyright Notice located in the Digital Resources page.

11. Can I highlight and annotate in the PDF file from a Windows desktop/laptop?
 - For Adobe Reader, you will need the latest version for optimal security and results.
 - With the required Adobe Reader, the ability to add notes and to highlight, underline, replace, and cross out text are available on the PDF file.
 - Select and right mouse click on the text or sentences, and choose from the desired options listed.
 - To keep these changes, **you must save the PDF file to your hard drive**. If you close the document without saving, all changes made will be lost.

12. For courses that are digitally enabled with the Web Viewer and ePUB links, can I highlight and annotate?
 - At this time, the abilities to add notes and to highlight, underline, replace and cross out text are **not** available on the Web Viewer and ePUB files.
 - The Web Viewer and ePUB files will allow you to read, increase, and decrease the magnification of the page.



13. What is DRM?

- DRM stands for **Digital Rights Management**. This software enables Grand Canyon University to protect the content from unauthorized use and/or distribution of the eBooks.

14. How long is the eBook available offline?

- If you keep the eBook unlocked on your computer it will stay unlocked indefinitely.

15. What if I want to purchase a hardcopy of the textbook?

- The complete citation for the textbook can be found in your syllabus. If you wish to purchase a hard copy of the textbook, use the citation to order the correct edition. The purchase of a hard copy textbook will be at your own expense.
- Digitally enabled courses will have materials fees applied to the course and students will be charged for the digital content.

16. Does my class use an eBook or print text?

- The Canyon Connect website, <http://textbooks.gcu.edu>, will list the required materials by course and delivery method. If a course or textbook is not listed on the website, refer to your syllabus to verify if course content is required.

17. Who do I contact if I have problems?

- Technical support is available at <http://support.gcu.edu>
- For students: call 602-639-7200
- For faculty: call 602-639-7201
- Available hours:
 - Mon - Fri: 6 a.m. – Midnight MST
 - Sat - Sun: 7 a.m. – Midnight MST