Chegg Study
Blackboard Partner Cloud Integration
Administrator Guide
Version 1.0 for Blackboard Learn 9.1 SP12+
About Chegg Study Integration

About Chegg
Chegg puts students first. As the leading student-first connected learning platform, the company makes higher education more affordable, more accessible, and more successful for students. Chegg is a publicly-held company based in Santa Clara, California and trades on the NYSE under the symbol CHGG. For more information, visit www.chegg.com.

About Chegg Study
Chegg is a leading provider of self-directed learning tools for college and high school students. Students can access premium content and personal help from subject matter experts for their toughest assignments in math, science, engineering, the humanities and more. Chegg provides step-by-step help for over 9,000 textbooks and students can connect with an online tutor 24/7 for a personalized lesson. 87 percent of students said Chegg Study helped them better understand their homework and 75 percent said it better prepared them for exams.

About the Chegg Study Integration
Chegg's self-directed learning solutions will now be available for students to use directly from within the Blackboard learning environment. Using tools available through the Blackboard Partner Cloud, Instructors and Instructional Designers can easily place links to Chegg Study solutions within their courses to make access more efficient and increase students' success.

Key Features include:
- Links to Chegg Study products (Textbook Solutions, Q&A, & Tutoring) can be made available by instructors for students in Blackboard (Bb) Learn courses.
- There is no need for instructors to create an account to add links.
- Once a student user accesses a Chegg Study link and pairs his/her account with a Chegg Study account, he/she will be logged into Chegg Study automatically on subsequent visits.
- Instructors can arrange Chegg Study links as they see fit, such as next to assignments and assessments. These users maintain control over how they deliver Chegg Study content to students.
- Compliance with student data privacy laws, such as the Family Educational Rights and Privacy Act (FERPA), ensures sensitive student information remains protected and secure.
- User Tools provide instructors and students with one location within their Bb Course to learn more about Chegg Study or access support resources.

About the Partner Cloud
Leveraging the larger Blackboard Cloud infrastructure, the Partner Cloud allows institutions to access multiple state-of-the-art integrations of high quality educational content within the Blackboard Learn platform through a single Building Block.

The Partner Cloud Building Block offers a single registration and activation process for content partner integrations. With this Building Block, system administrators will have access to the full content and service inventory available through the Partner Cloud and can efficiently control and manage what commercial content is visible through Blackboard Learn. This new distribution vehicle eliminates the
cumbersome process of managing old and new versions of building blocks while also providing customers with access to new features and product improvements more quickly.

In moving to this streamlined technology, Blackboard will continue to incorporate best practices and deploy consistent and native Blackboard Learn workflows for all partner integrations, including:

- Single sign-on provides instructors and students with the convenience of one login for all course resources.
- Automated gradebook refresh ensures all assignment grades appear in the Blackboard Grade Center, saving instructors' time.
- Deep linking functionality gives faculty greater control over how they deliver information and provides students easy access to their course work.
- Compliance with student data privacy laws, such as the Family Educational Rights and Privacy Act (FERPA), ensures sensitive student information remains protected and secure.

**Glossary**

The following table summarizes some important concepts used in this document:

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content area</td>
<td>A content area is a content structure within a Course that is often linked to from the Course menu and organizes course folders, items, and other materials into logical groupings.</td>
</tr>
<tr>
<td>Building Block</td>
<td>A Building Block is an application module that extends the functionality of the Blackboard Learn platform.</td>
</tr>
<tr>
<td>System Admin Panel</td>
<td>This is the tab visible only to system administrators that contains a collection of links to tools targeted to the administration of the Blackboard Learn platform.</td>
</tr>
<tr>
<td>Step</td>
<td>A logical grouping of fields, instructions, and other elements within a data collection form in the Blackboard Learn platform.</td>
</tr>
</tbody>
</table>
Configuring the Partner Cloud Building Block

This Building Block is bundled with Blackboard Learn, Release 9.1 SP13 and above but must be downloaded and installed on Blackboard Learn, Release 9.1 SP10 through SP12.

After confirming the Partner Cloud Building Block is made available, you will be able to configure the Partner Cloud Building Block and make the Partner Cloud Tools available to allow proper usage by instructors and students.

If the Partner Cloud Building Block is already installed and configured, the system administrator may proceed with the partner specific configuration.

Technical Considerations

- The Partner Cloud Building Block requires Cloud Services, which is available with Blackboard Learn SP10 and above. The Cloud Connection must be enabled. Other Cloud features, such as Profiles, are optional.
- The latest patches must be installed for the Partner Cloud Building Block to function properly.
- The Blackboard Learn environment must be reachable by the external Cloud Services, through any firewall or security software. This includes any test or development environments that will need access to the Cloud.
Configuring and Registering the Partner Cloud Building Block

Follow these steps to configure and register the Partner Cloud Building Block:

1. From the Administrator Panel, click **Building Blocks**.

   ![Building Blocks]

2. Click **Installed Tools**.

   ![Installed Tools]

   **Installed Tools**
   Configure or Delete Building Blocks that were included with the system.

   **Proxy Tools**
   Manage and register Proxy Tools and define their Global Properties.

   **Basic LTI Tool Providers**
   Manage and register Basic LTI Tool Providers.

   **Featured Building Blocks**
   Manage and install Featured Building Blocks.
3. Locate the Partner Cloud Building Block. Installed Building Blocks are in alphabetical order.

<table>
<thead>
<tr>
<th>Name</th>
<th>Vendor</th>
<th>Version</th>
<th>Availability</th>
<th>Update Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partner Cloud</td>
<td>Blackboard Inc</td>
<td>1.0.911100398</td>
<td>Available</td>
<td>No Info Available</td>
</tr>
</tbody>
</table>

4. Highlight the Building Block and select **Set Unavailable** from the contextual menu.

NOTE: Setting the **Availability** to **Unavailable** will trigger the approval of the Building Block just as setting it to **Available**. Setting the **Availability** to **Unavailable** allows the Building Block settings to be fully configured ahead of making it available for instructor and student usage.

5. When presented with the **Make Building Block Available** page, on which a summary of the permissions and access granted to the Building Block is listed, select **Approve** to activate the Building Block.
6. Highlight the **Partner Cloud Building Block**. Select **Settings** from the contextual menu. This will direct you to the configuration page.

Alternatively, the Partner Cloud Building Block settings can be accessed directly from the Administrator Panel through the **Cloud Management** module and the **Partner Cloud Settings** option.

7. For details on the **Configure and Activate Partners Available Through the Partner Cloud** section, please see below for **Configuring Chegg Study Integration**.
8. In **Configure and Activate Partners Available Through Individual Building Blocks** section. Each partner configured in the Partner Cloud to allow access to their existing Building Block will be displayed. By selecting the Partner specific contextual menu, the Building Block may be configured.

- **Settings** will launch the Partner Building Block Specific setting pages.
- **Make Available** will enable the partner option in the Commercial Content selection page.
- **Make Unavailable** will disable the partner option in the Commercial Content selection page.
- **Show Only Installed And Configured Partners** allows configuration that overrides the Available and Unavailable setting. By default the setting is Yes which allows instructors to see all Building Blocks listed. No will allow and override so that only the Building Blocks made available are displayed.

9. In the **Local System Information** section:

   a. The Public URL is the institution’s Blackboard Learn URL as accessed by systems outside of the institution. The URL value is used for pushed notifications, such as grade notification.

   b. Select the appropriate option for the **Show User Acknowledgement Message** option. This option designates if users will be required to acknowledge that they are leaving the Blackboard Learn system and that the action will direct their browser to an external site. If the option Yes is selected, the **Message Text** will be required in order to complete the Partner Cloud configuration. This message will be displayed to users prior to redirecting their browsers.
c. The **Open Partner Links in New Window** provides the option to open partner content in a new browser window or in the existing Blackboard Learn window. Each partner configuration may vary, but most will have the option to **Default from the Building Block** to use the value already selected from the Partner Cloud Building Block.

d. The **Show Unassociated Partners to Learners** is a system option that allows partners that are not yet associated with a course to be displayed to Learner or Learn/Guest Learner roles. The default setting is **No** which limits the list to only partners that Instructors have specifically mapped to the course.

![Image of Partner Cloud Configuration](image)

10. In the **Privacy Configuration** section, options are set to specify which information should be shared between the Blackboard Learn and partner servers.

The **Share User Information** option does not appear with a default and will be required in order to complete the **Partner Cloud** configuration. Not all options are present w/ all individual partner integrations.

- **Always** indicates that user information will be shared. This includes the user first name, last name and email address.

- **Never** indicates user information will not be shared.

- **User Choice** indicates that each individual user will be prompted to decide how their information should be sent upon their first launch of a partner specific link.

The **Share Course Information** option designates if the Blackboard course ID and name should be shared with the partner systems.
11. In the **Grade Integration** section, options are set to configure the grade integration between Blackboard Learn and partner systems. These are general settings which will apply to those partners which utilize grade synchronization. Not all partners utilize grade synchronization.

- **Under Scheduled Grade Update Frequency**, select an update frequency (Never, 30, 60, 90 or 120 minutes) to determine the frequency with which the local Blackboard Learn installation will communicate with the partner servers to fetch grades. The default selected value is **60 minutes**. Optimal interval time may depend on the number of instructors and students and the local server configuration.

- **Accept Grade Notifications** will allow the local Blackboard Learn system to accept grade notifications from partner systems for quicker update of grades and other information. For grade notifications to work properly, the local Blackboard Learn server must be reachable from the Partner Cloud servers using the public URL on record. The default selected value is ‘No’.

- **Last Checked** indicates the date, time and local Blackboard Learn application server of the most recent communication with the partner servers.

- **Last Checked** indicates the date and time of the most recent communication with the partner servers.

- **Last Update** indicates the date and time of the most recent communication with the partner servers in which there was user activity shared between the systems and the number of successful and/or failed course updates that occurred. If a communication occurred but there was no data to be updated, this date and time may be older than the Last Checked information.

- **Locked From** will typically appear as **blank**. A lock indicates that the Partner Cloud and Blackboard Learn servers are communicating. If there is a lock, a **Clear** button will appear next to the lock information. Before pressing **Clear**, wait 15 to 20 minutes to determine if the lock is part of the regular update process. The lock information can also be compared with the Last Update time. Clicking the **Clear** button will provide you with the path of the lock on your Blackboard Learn application server. The lock has to be deleted manually.

- **Run Grade Update** will start the synchronization process and re-set the automated update interval countdown. If the synchronization needs to be updated before the next scheduled automatic time, or if the Blackboard Learn administrator believes there is information not
being passed between the partner servers and the Blackboard Learn installation, clicking 
**Run Now** will force a communication and pass any pending information between the 
systems.

## Grade Integration

<table>
<thead>
<tr>
<th>Scheduled Grade Update Frequency</th>
<th>10 Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accept Grade Notifications</td>
<td>Yes ☑ No</td>
</tr>
<tr>
<td>Last Checked</td>
<td>Thursday, October 10, 2013 11:47:52 AM EDT from centlocal bbconsulting local</td>
</tr>
<tr>
<td>Last Updated</td>
<td>Thursday, October 10, 2013 11:47:52 AM EDT (0 courses updated, 0 failed)</td>
</tr>
<tr>
<td>Locked Since</td>
<td>-</td>
</tr>
<tr>
<td>Run Grade Update</td>
<td>Run Now</td>
</tr>
</tbody>
</table>

12. In the **Blackboard Course Roles to LIS (Learning Information Services) Context Role Mapping** section, designate how to map the Blackboard Learn course roles to the six LIS Context Roles. Administrator, Learner and Instructor are required. Below indicates the suggested mapping for default course roles.
Note: The Partner Cloud Tools are not available to guests or observers.
13. In the Blackboard Institution Roles to LIS Institution Role Mapping section, the Building Block can be configured to support the institution roles through a default option or a custom option. Institution roles are used by partner integrations when user activity is outside of the context of a course. The Default Institution Roles Mapping is the default. If Custom Institution Roles Mapping is selected, the mapping options will appear.

NOTE: For the Default Institution Role Mapping, all custom roles are mapped to the “Other” role by default.

14. In the Multi-Institution Installation section, the Building Block can be configured to support licensing of partner content by Domains, Institution Hierarchy, or Data Source Keys.

These options can be used to enable the partner integration based on the multi-institution set up.

NOTE: If No is selected for Support Multiple Institutions, the Identify Institutions by options will not appear.
15. In the **Debug Logging Level** section, designate debug settings to be used when troubleshooting an issue with support assistance. During initial configuration, the suggested and default value is **Not Enabled**.

Upon submission, the registration process will occur and the **Registration Status** will be updated to indicate either a successful or failed registration.
Making the Partner Cloud Building Block Available

Once configuration is complete, you are ready to make the Building Block available for instructor and student access.

These are the steps to make the Partner Cloud Building Block available:

1. From the Administrator Panel, click **Building Blocks**.

2. Click **Installed Tools**.

3. Locate the Partner Cloud Building Block. Installed Building Blocks are in alphabetical order.

4. Highlight the Building Block and select **Set Available** from the contextual menu.
Configuring the Chegg Study Partner Cloud Integration

These are the steps to configure the Chegg Study integration. This partner is available by default.

1. Navigate to the Administrator Panel. Locate the **Cloud Management** module and click **Partner Cloud Settings**.

   ![Cloud Management Module](image)

2. Navigate to the **Configure and Activate Partners Available Through the Partner Cloud** section and locate Chegg Study. Select **Settings** from the contextual menu.

   ![Chegg Study Settings](image)
3. The **Configure Chegg Study** page will open.

![Configure Chegg Study](image1.png)

4. Locate **Configure Chegg Study Specific Settings** section. This is where options are set to specify which information should be shared between the Blackboard Learn and Chegg Study.

5. The **Do you want Chegg Study links to open in a new window?** option determines if the Chegg Study content will open in the Blackboard Learn window.

   **NOTE:** Chegg Study requires the application open in a new window; hence this option will be set to 'Yes'.

6. The **Do you want to share user information with Chegg Study?** option specifies how information should be shared between the Blackboard Learn and Chegg Study servers.

   - **Yes** indicates that user information will be shared with Chegg Study. This includes the user first name, last name, and email address.
   - **No** indicates user information will not be shared with Chegg Study.
   - **Default from Building Block** indicates that the Building Block option will be used.

   ![Do you want to share user information with Chegg Study?](image2.png)

   **NOTE:** Chegg Study recommends the user information to always be shared to help provide accurate account information for instructors and students in the Chegg Study application.

7. The **Do you want to share course information with Chegg Study?** option specifies how information should be shared between the Blackboard Learn and Chegg Study servers.

   **NOTE:** Chegg Study requires the application to share course information; hence this option will be set to ‘Yes’.

8. The **Do you want to share extended user and course information with Chegg Study?** option allows extending any existing Learn SIS Integration metadata to Chegg Study. This provides the Chegg Study with all of the additional course and user information.

   **NOTE:** Chegg Study does not require the institution to share extended user and course information; hence this option will automatically be set to ‘No’. 

![Blackboard Learn Logo](image3.png)
9. The **Do you want to enable Chegg Study for specific institutions on this Blackboard Installation?** option allows extending any multi-institution configuration which will allow only a subset of applicable courses to access the partner integration.

- **If No** is selected, the Chegg Study integration will be available to all institutions on the Blackboard Installation.
- **If Yes** is selected, an ID must be provided for each institution for which the Chegg Study tools will be available is required. If the Blackboard Installation supports multiple institutions, enter each ID in comma delimited format.

10. **Do you need to add custom parameters for Chegg Study?** Option allows configuration for additional details to be passed to Chegg Study.

    **Note:** Additional parameters are not currently required in configuring this partner.

11. Click **Submit** to save all changes.

12. Upon submission, the registration process will occur and the **Configuration Status** will be updated to indicate either a successful or failed configuration.

    ![Successfully configured using cloud credentials.](image)

13. Upon a successful configuration, the Chegg Study Integration will be available to the instructors.
Enabling Partner Cloud Tools

When the Partner Cloud Building Block is set to Available, the Partner Tools are not automatically made available; although the Chegg Study integration will be available by default. Related Partner Tools are necessary for instructors to leverage the integration.

These are the steps to make the Partner Tools available:

1. From the Administrator Panel, click Tools within the Tools and Utilities module.

2. Select the All Tools option under Filter By:

3. Locate the Partner Cloud Tools:
   a. For SP10 and 11:
Select the **Availability Default** dropdown. Select the appropriate value to make the **Partner Cloud Tools** available.

- **Default On** designates that for newly created courses or organizations the tool will be enabled by default. Within a course or organization, the tool is configurable by the instructor.

- **Default Off** designates that for newly created courses or organizations the tool will not be enabled by default. Within a course or organization, the tool is configurable by the instructor.

- **Always On** designates that the tool will always be enabled within a course or organization. It is not configurable by the instructor.

- **Always Off** designates that the tool will never be enabled within a course or organization. It is not configurable by the instructor.

b. For SP12 and above:

Select the **Availability** as ON or OFF by clicking on the ON/OFF value. Once your option is selected the **Scope of Change** can be set.

Note: The Partner Cloud Tools are not available to guests or observers.
4. Click Submit.
Removing Access to a Partner

1. From the Administrator Panel, locate the **Cloud Management** module and select the **Partner Cloud Settings** option.

2. Locate the **Configure and Activate Partners** section and the Chegg Study option. Select the down arrow and **Set Unavailable**. This will disable the Chegg Study integration.

3. Click **Submit**.
Removing Access to the Partner Cloud Building Block

To remove access to the Partner Cloud, change the Availability setting to Inactive on the Building Blocks page. This will remove all Partner Cloud features from Blackboard Learn. Links to partner content and features deployed inside courses will remain visible, but will not function.

Note: Setting the Availability to Unavailable is not recommended, as it will allow links inside courses to remain live, but will not guarantee synchronization between Blackboard Learn and partners, which may be disruptive to instructors and students.

These are the steps to make the Partner Cloud Building Block inactive:

1. From the Administrator Panel, click Building Blocks.

2. Click Installed Tools.
3. Locate the Partner Cloud Building Block. Installed Building Blocks are in alphabetical order.

4. Highlight the Building Block and select **Set Inactive** in the contextual menu.
Instructor Chegg Study Integration Usage

Once the Partner Cloud Building Block is available and Chegg Study integration configured, instructors will have the ability to add Chegg Study links within a course for students.

1. Using the course menu, instructors should navigate to a content area in which they wish to add a Chegg Study link for students.

2. Instructors should select the Publisher Content option and click on Commercial Content.
   
   Note: With SP13 and above the Publisher Content option is renamed to Partner Content.

3. The Commercial Content page will launch allowing the instructor to pick the appropriate partner content.

   Associated Partners will display partners already associated to the course.
4. After selecting the Chegg Study option, instructors will be prompted in two different ways:

   a. If Blackboard Cloud Profiles are enabled, and the instructor has not yet set up their profile, they will be prompted to complete the setup before continuing. Information on configuring Profiles can be found on the Blackboard Help site: https://help.blackboard.com/en-us/Learn/9.1_SP_10_and_SP_11/Instructor/020_My_Blackboard/About_Profiles

   b. Should the administrator leave on the privacy setting, then users will be prompted to opt-in to share their user information w/ Chegg Study.

Subsequent visits to add a Chegg Study link will take the instructor directly to the partner content selection page pictured below:

![Chegg Study Partner Cloud Integration](image)

5. After selecting the desired Chegg Study links, confirming the selection, the links will then be available to students within the chosen content area.
**Note:** Instructors have the ability to access the links and will notice that an account has been created for them when accessing the Chegg Study system. There are no instructor-facing services at present, but instructors can explore the site as they see fit.

**Note:** When students access a link for the first time, they will be asked to login to Chegg Study or create a new Chegg Study account. Upon subsequent visits, the students will be logged into Chegg Study automatically.
Accessing Chegg Study Tools
When the Partner Cloud Building Block is available and the Chegg Study integration configured, instructors have the ability to access the Chegg Study tools within a course.

These are the steps to access Chegg Study Tools:

1. Navigate to the Blackboard Course in which Chegg Study content has been added.
2. Navigate to the menu that runs vertically on the left side of the course. Click **Tools**.
3. Select **Commercial Content Tools**. Tools are listed alphabetically.
4. Navigate to the **Associated Partners** section and click the box that contains the **Chegg Study** option.
5. Chegg Study tools are displayed:
Information Transmission Summary

The following table provides a summary of the information transmitted between your school's Blackboard Learn environment and the Chegg Study systems:

<table>
<thead>
<tr>
<th>Category</th>
<th>Sent to Chegg Study</th>
<th>Received from Chegg Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Information</td>
<td>Bb profile ID</td>
<td>Account ID of the associated Chegg Study account</td>
</tr>
<tr>
<td></td>
<td>User IMS context role</td>
<td>This information is always transmitted to Blackboard secured with OAuth and is only available to the student himself and the course instructor. Whether this information is presented over SSL is dictated by the local configuration of Blackboard Learn.</td>
</tr>
<tr>
<td></td>
<td><strong>Optional:</strong> First name, last name, and email address to enhance the user experience. These are not sent by default. The institution’s system administrator must choose to send this information or not. If permitted, this information is sent when a user clicks on links to Chegg Study. Please note that not all Chegg Study sites support SSL throughout; the browsing experience may drop to plain HTTP at some points while visiting Chegg Study.</td>
<td></td>
</tr>
<tr>
<td>Course Information</td>
<td>Encrypted version of the context id (external course key) Chegg Study does not have the ability to decrypt these identifiers. Course ID and course name to enhance the student experience is also sent to Chegg Study. This information is sent when a user clicks on links to Chegg Study.</td>
<td>Course Name of the associated Chegg Study course.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This information is always transmitted to Blackboard secured with OAuth and is only available to the student himself and the course instructor. Whether this information is presented over SSL is dictated by the local configuration of Blackboard Learn.</td>
</tr>
<tr>
<td>Enrollment Information</td>
<td>Encrypted user enrollment info (course role) in all launches along with the user’s institution role unless that is configured as off.</td>
<td>User's local membership. This information is always transmitted to Blackboard secured with OAuth and is only available to the student himself and the course instructor. Whether this information is presented over SSL is dictated by the local configuration of Blackboard Learn.</td>
</tr>
</tbody>
</table>

**Cookies and Privacy Information**

For more information about Blackboard Learn, visit the Blackboard Privacy Center at [http://www.blackboard.com/privacy/](http://www.blackboard.com/privacy/).

For more information about Chegg Study Privacy Policy, visit [https://www.chegg.com/privacypolicy](https://www.chegg.com/privacypolicy).

**Use of Cookies by Chegg Study**

- Chegg Study uses cookies and web log files to track usage of their Services. A cookie is a tiny data file which resides on your computer, and which allows Chegg to recognize you as a user when you return using the same computer and web browser. If your browser settings do not allow cookies, you will not be able to use Chegg Study Services as fully as intended. Log files are the record of your visits to the Services and include Usage Information. Like the information you enter at registration or in your Profile, cookie and log file data is used to customize your experience when you use the Services.

- Third parties may also set cookies as you interact with the Service. The use of cookies by third parties is not covered by our Privacy Policy, as Chegg does not have access or control over these cookies. Some third parties use session ID and persistent cookies [to make it easier for you to navigate Chegg Study Services, in order for you to use the shopping cart, etc.]

- One type of cookie Chegg Study uses, known as a "persistent" cookie, is set once you've logged in to your account on the Services. If you do not log out of your account, then the next time you visit, the persistent cookie will allow us to recognize you as an existing user so you will not need to log in before using the Services. Of course, if you are using a public computer or sharing your private computer with others, you should log out of your account after each visit. If you log out of a Service, you will need to re-enter your password the next time you directly visit Chegg Study in order to log in to your account. You can remove persistent cookies by following directions provided in your Internet browser's "help" file.

- Chegg Study also use a cookie which functions as a "session" cookie, meaning that it is used to identify a particular visit. Session cookies expire after a short time or when you close your web browser.
Partner Cloud Support

When entering a Behind the Blackboard ticket for issues found with the integration, it is important to designate the Issue Topic as Building Blocks/Extensions, the Functional Area as by Partner and the Category as Partner Cloud or the specific partner.