

CUSTOMER SUCCESS MANAGER



Meet Bic, your personal Customer Success Manager. Along with your dedicated Education Rep, Bic will guide your learning for how to effectively implement your Lippincott digital solutions. Contact Bic for your product training needs, implementation questions plus connections to other nurse educators so they can share their best practice, digital teaching strategies.

FACULTY SUCCESS

thePoint.lww.com/success



Digital Product Getting Started Training

Bic's goal is to ensure you are trained and effectively prepared to utilize your Lippincott digital products in class, simulation and clinical.



Course Implementation

Our professional team of Nursing Education Consultants (NECs) are available to assist you with course integration strategies, assignments, and grading strategies. Their goal is to support you in building a success plan.



Professional Development

Wolters Kluwer's CE Connection offers nursing professionals the largest online collection of continuing education (CE) activities for nurses. In addition, join Lippincott's faculty online learning community, the Lippincott Platinum Council.

STUDENT SUCCESS

thePoint.lww.com/studentssupport



Digital Product Getting Started Training

Bic can provide you with 'first day of class' material to get your students started in their Lippincott digital products and carry them through their entire nursing curriculum.



Social Learning Communities

Your students can connect with our community of nursing students from around the world to talk through learning resources. Visit our Student YouTube channel to access student-created training videos, hear testimonials and access tips for accelerating learning.



NCLEX Preparation

We'll help guide your students on how to best utilize our NCLEX prep solutions to help them pass the NCLEX – the first time.

TECH SUPPORT

NOTE: For technical issues with your digital products, contact our Technical Support Team

 Toll-free phone number: 1-800-468-1128

 Email: techsupp@lww.com



LIVE HELP HOURS

Monday-Thursday: 8am-12am (EST)

Friday: 8am-7pm (EST)

Sunday: 4pm-12am (EST)