NCC | BOOKSTORE

Digital Book Trouble Shooting Information

What do I do if I'm having an issue accessing my eBook?

- On the Brytewave.redshelf.com site , verify the email address that is logged into on Brytewave. (Select your name in the upper right corner and select 'My Accounts')

- Attach or insert a screenshot of the "stopping point" you hit when you are trying to access your Brytewave/RedShelf eBook.

- The device you are using when you are experiencing this access to your eBook issue.
    - Examples of Devices: Windows Desktop/Laptop, Mac Desktop/Laptop, iPhone, iPad, Android

- The browser you are using when you are experiencing this access to your eBook issue.
    - Examples of Browsers: Safari (iPhone, iPad, Mac), Internet Explorer, Google Chrome, Firefox
- Provide this detail to the BryteWave support team or the NCC Campus Store at 2063txt@follett.com .

Why do I see "Redeem your RedShelf Access Code"?

"Redeem your RedShelf Access Code" - This is always on your "My Shelf" page and only valid if you received an access code from your bookstore for your Brytewave eBook.

If you don't see your eBook on your shelf and only see the "Redeem your RedShelf Access Code", this mean you have not be provisioned access to your content automatically based on the email account you are logged in with.

To redeem a code you received from a bookstore purchase:

- For physical receipts, you will see a code (PIN) on the bottom of your receipt along with the website to redeem:

```
        Palm Beach State College-Central
              4200 S. Congress Ave
                   Lake Worth
                     FL, 33461
                 (561) 868-3284
            0769mgr@fheg.follett.com
                 www.efollett.com

============================================
ITEM          QTY   PRICE    TOTAL
----          ---   -----    -----
  Transcultural Caring and Dynam
021357539      10   $39.95    $39.95 T


Used
  Transcultural Concepts in Nurs
021992118      10   $83.25    $83.25 T


Subtotal              $123.20

Total Sales Tax         $5.83

Total                 $129.03

   Cash               $130.00



FL4     EXEMPT   00.000%   $0.00

FL4      7.00    07.000%   $5.83

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eBook Download Information:

Title:Transcultural Caring and Dynam
Content ID:000000194562750005
Transaction ID:007698271306200603
PIN:F4PREQA75JNM2NJ4
Website:https://brytewave.redshelf.com/

*****************************************
```
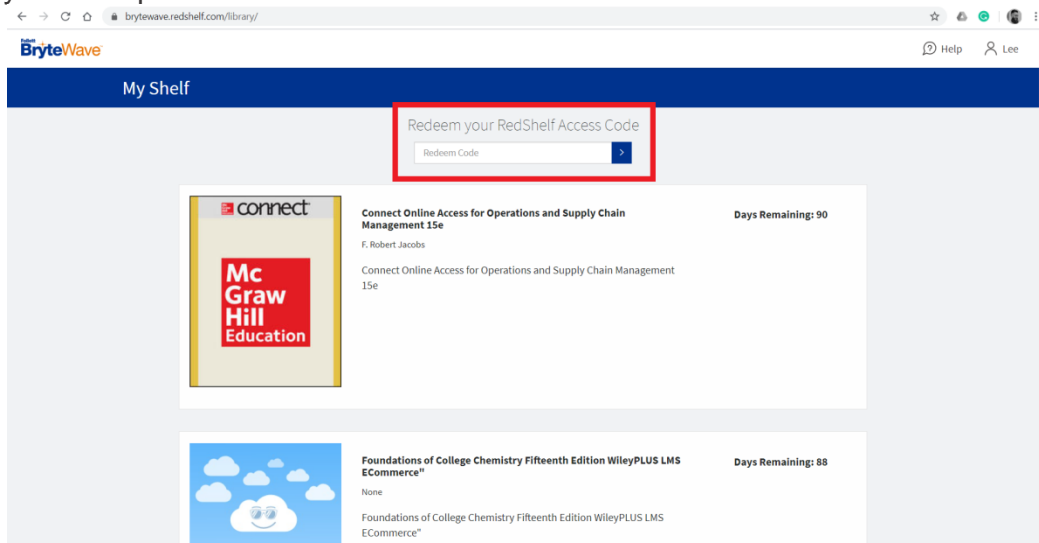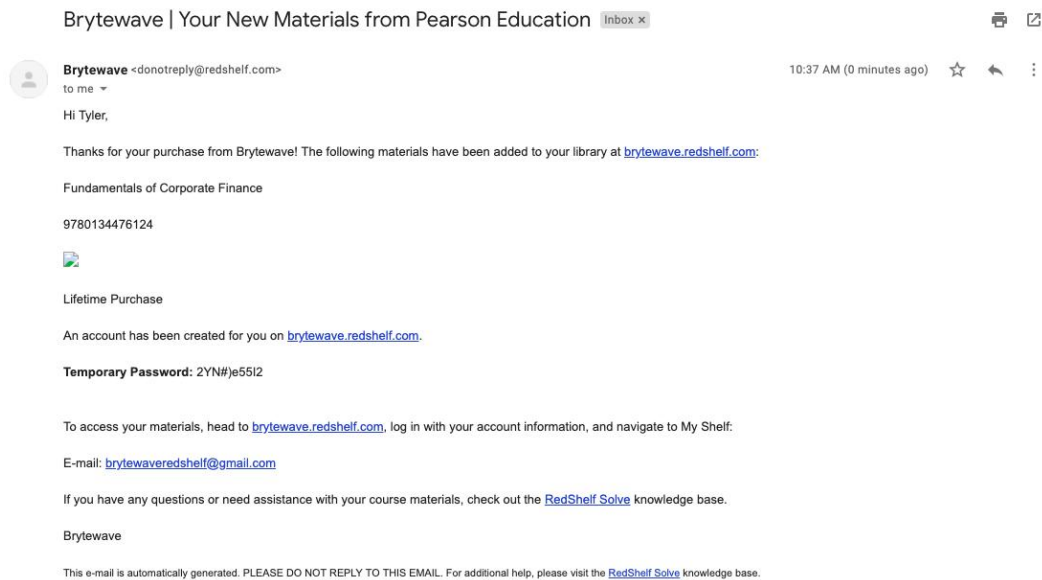
- Navigate to brytewave.redshelf.com

- Create an account, reset your password, or log in.

  - Once you log in, you will be able to redeem the *16-character alpha-numeric PIN* from your receipt:

Your book or digital access code will automatically appear after you redeem your code (If there is a loading delay, try to refresh your browser).

No Redemption Code?

- If you receive an email from RedShelf directly, then you will receive instructions like the example here:

- Navigate to the link provided in the email: brytewave.redshelf.com
- Log in using your temporary credentials provided in that same initial email, or if you are an existing user provide your account username and password.

- The digital course materials you just purchased should already be on your shelf when you log into your account!

To Redeem Courseware products (eg. Cengage Unlimited, MyLab and Mastering, Connect, etc):

- First, follow the steps listed above to redeem your purchase from your bookstore
- Once you've redeemed your bookstore purchase, if you have purchased any courseware products you will then see your *"publisher access code"* to then redeem on the *publisher's website*:

Nc**c BOOKSTORE**
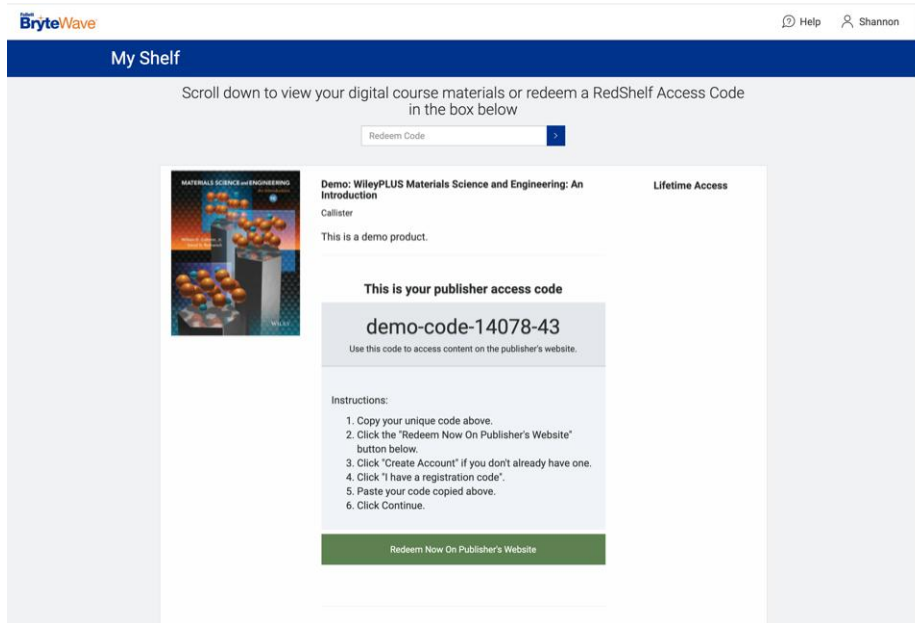
Courseware Troubleshooting (eg. Cengage Unlimited, MyLab and Mastering, Connect, etc)

*****Quick note: RedShelf only hosts the code you will redeem for courseware on the publisher's site. We cannot troubleshoot usability errors on their platform. We want to help as best we can, so here is a list of troubleshooting steps to follow with your courseware's specific publisher.*

- **Pearson Courseware**

  - Sign out of any Pearson site and your Learning Management System (Blackboard, Moodle, D2L, etc) account.
  - Clear your Browser History and Cache, and delete Cookies.
  - Check your browser settings.
  - Reboot your computer. This usually takes care of all login issues or errors with things not loading properly.

**If the courseware is still not functioning, then please contact Pearson's tech support:
Online Support: https://support.pearson.com/getsupport/s/
From there click "contact us" in the top right-hand corner and you can submit a case.

- **McGraw-Hill Courseware**
  - Sign out of any McGraw Hill site and your Learning Management System (Blackboard, Moodle, D2L, etc) account.
  - Clear your Browser History, Cache, and Cookies.

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- If required for your courseware, make sure you enable Adobe Flash Player on your computer.
- Reboot your computer. This usually takes care of all login issues or errors with things not loading.

**If the courseware is still not functioning, then please contact McGraw Hill's tech support:
 Phone Support: (800) 331-5094
Online Support: https://mhedu.force.com/CXG/s/

- **Macmillan Courseware**
  - Sign out of any Macmillan site and your Learning Management System (Blackboard, Moodle, D2L, etc) account.
  - Clear your browser history, cache, and cookies.
  - If required for your courseware, make sure Adobe Flash Player is installed and enabled on your computer.
  - Reboot your computer. This usually takes care of all login issues or errors with things not loading.

**If the courseware is still not functioning, then contact Macmillan's tech support:
 Online Support: https://macmillan.force.com/macmillanlearning/s/contactsupport

- **Cengage Courseware**
  - Sign out of any Cengage site and your Learning Management System (Blackboard, Moodle, D2L, etc) account.
  - Clear your Browser History, Cache, and Cookies.
  - Check your browser settings.
  - Reboot your computer. This usually takes care of all login issues or errors with things not loading properly.
  - If your code has a format beginning with 'RSY' please redeem with this format: Cengage-RSY FGQH 6459 TJZJ 9562

**If the courseware is still not functioning, contact Cengage's tech support:
 Phone Support: (800) 354-9706 Online
Support: http://support.cengage.com/victoriaweb/primarypage

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Phone: 516-222-2133
Email: 2063MGR@follett.com
Website: www.NassauStore.com

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