RedShelf Support **Pathways**

Campus Stores, faculty, and students can visit RedShelf Solve (solve.redshelf.com) for self-help articles that can help answer frequently asked questions.

Requests submitted through RedShelf Solve can be resolved up to 75% faster than through email.

When a student calls the bookstore or visits the bookstore in person:

- Direct the student to visit RedShelf Solve for answers to FAQs or to submit a support request

When a student emails the bookstore:

- Answers to student questions about RedShelf account support, refunds and exchanges, or how to access materials can be found in the Student/Customer Support section of RedShelf Solve
- For additional help, students can click Submit a Request at the top of the page

When an Inclusive Access instructor contacts the bookstore:

- Answers to instructor questions about adding the RedShelf LTI tool, navigating the Inclusive Access interface, or using RedShelf Adopt can be found in the Professor/Instructor Support section of RedShelf Solve
- For additional help, instructors can click Submit a Request at the top of the page

When you need point-of-sale (POS) order or system support:

- POS support is a responsibility shared by RedShelf and your POS provider
- Answers to your questions about transacting RedShelf eBooks, refreshing and updating your RedShelf catalog, and promoting digital in your store can be found in the Campus Store Support section of RedShelf Solve
- Contact your POS provider's support team with POS software issues, eBook adoption issues, or trouble transacting multiple RedShelf products

For faster service when submitting a support request on RedShelf Solve, include the following details (if available):

- RedShelf account or campus email
- School name
- Material title and ISBN
- Course name and section number
- Copy of the purchase receipt

RedShelf

Find inspiration, tools, and support at solve.redshelf.com