

Faculty Support Pathways

Your students may ask you for help with accessing digital course materials offered through the LMS and the RedShelf eReader. To determine whether to refer them to the campus store or the content publisher, follow the decision process below.



What type of product are you using for this course?



**RedShelf
eBook**



RedShelf link is missing from the LMS or is not working, the eBook will not load, or students have questions about functionality.



**Contact the Campus
Store & visit
solve.redshelf.com**



**Publisher
Courseware**



Students are having trouble retrieving access codes from RedShelf.

Publisher link is missing from the LMS or is not working/leads to errors, or the publisher platform is not accepting access codes.



**Contact
Publisher
Support**

