

## **Follett ACCESS Communication Efollett.com FAQ Template**

### **What is Follett ACCESS?**

Follett ACCESS is a powerful and convenient program designed to ensure students get the course materials they need to succeed before their first day of class.

The Follett ACCESS program delivers required course materials to students for any of the courses participating in the program. The cost will be included with in tuition or course charges. This program provides a method to easily access, manage and use all course materials regardless of format or cost. Digital course materials will be made available to students directly within the campus learning management system & email. Physical course materials will be available for pick up at the campus bookstore.

Special shipping options may be available upon request, please contact your Bookstore for further details.

### **The Benefits of Follett ACCESS Program**

- You will have all of your required course materials on the first day of class.
- Receiving materials is hassle free.
- Easily access and management of digital course materials.
- Zero stress about getting the wrong book or wrong edition.

### **Will I save money?**

Yes! Publishers provide significant discounts to participate in this program and those discounts are passed on to you via this program. Course material charges will be part of your tuition and charge structure with the campus. You can use your financial aid and other tuition payment options available to you by your campus.

### **How do I get my course materials?**

For courses that are part of the Follett ACCESS program, materials will be gathered for you and made available by the campus store.

Confirmation emails to your academic .edu email address or communications from the campus and/or instructors will be provided to share your product access details in the learning management system for digital content. For physical content a confirmation email will be provided to your academic .edu email to let you know it is available to pick up at your campus bookstore or program specific pickup location. Questions can be directed to your Bookstore.

### **How do I get my Non- ACCESS course materials?**

Only required course materials are included in the ACCESS Program. Additional recommended materials may be ordered online or visit us in the bookstore where our textbook experts will be happy to assist you.

### **What if I add or drop a course?**

If you drop a course, return physical materials to the campus store by the communicated deadline provided to you when you picked up your materials. Physical materials should be in reusable condition. Digital materials will be automatically refunded and your access to the material will be removed upon

confirmation of your section drop.

If you add a new course that is part of the ACCESS program, Digital course materials should be available and delivered to you within 24-48 hours of that enrollment. If your course requires physical materials, then go to the campus store once you receive a confirmation that your order is available for pick up. This will be within 24-48 hours of your new enrollment. If you add a course that is not part of the program, follow the steps above under the “**How do I get my Non- ACCESS course materials?**” section.

### **Is there an Opt-Out Option?**

Many campuses will offer an Opt-Out solution and if your campus offers this you should find details on this process either in your academic .edu email about 30 days before your class start date or by contacting your bookstore. Many Opt-Out decisions will have to be finalized by the student within two weeks of the class start date. Campus Policies and dates/deadlines may vary and for further details on specific dates please contact your bookstore.

### **What do I do after finals if I was told my product is Rental for Follett ACCESS?**

All rented books must be returned to the campus store in reusable condition when the term ends. When you're finished using your rented materials, please return them to the campus store no later than the end of finals week. You will receive rental return reminder emails to your academic .edu email address that will detail the exact deadline for you to return rented materials to the store. One of the rental reminder emails will provide a link to assist you with shipping your rental return to the store. For further questions or assistance please contact your bookstore.

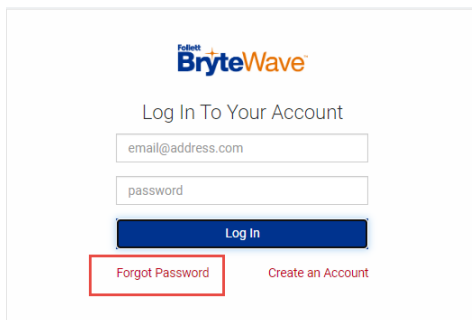
### **I like keeping my books at the end of term; can I do that if I have rental titles with this program?**

After the term is complete, rented textbooks must be returned to the campus store. However, you can choose to keep the book by paying an additional convert to purchase fee at the campus store. Convert to purchase is currently not available online for materials that are rented through the ACCESS program.

**Please visit the campus store in-person to request a “convert to purchase” transaction.**

### **What if I can't access my digital BryteWave account online?**

If your BryteWave course material was delivered as part of the ACCESS program, then Follett typically sets up these accounts under your academic .edu email address. You may use the forgot password option at <https://brytewave.redshelf.com/accounts/login/> and your .edu email address to request a password change and to access your BryteWave account.



The image shows a login form for Follett BryteWave. At the top is the logo. Below it is the heading "Log In To Your Account". There are two text input fields: the first is labeled "email@address.com" and the second is labeled "password". Below the password field is a blue button with the text "Log In". At the bottom of the form, there are two links: "Forgot Password" (which is highlighted with a red rectangular box) and "Create an Account".

If for whatever reason it doesn't recognize that academic .edu email address, please contact your bookstore to request assistance in confirming what email address was used to fulfill your digital course materials.

## **Beyond Course Materials**

You have your course materials. What's next? Your campus bookstore has the best selection of officially licensed campus gear around. We are ready to outfit you head to toe, with school spirit. Visit your campus bookstore to grab all your spirit items, supplies and technology.