

## Getting Started

(This part may be easier on a computer vs. a phone or tablet)

- Log on to your existing Bookshelf account at <https://www.vitalsource.com/login> or create a new account if you have not done so already (all new accounts should use Keystone email addresses).
- In your [Keystone email Inbox](#), find an email with a subject line indicating you have a digital item. The email will contain a long redemption link. Click on the link to redeem your books.
- Use the Bookshelf app (by VitalSource Technologies) on your iPad, Android, Kindle Fire, Chromebook, or computer for best reading experience. Bookshelf should automatically install on all College-issued iPads; if not, find it in the app store. The website also works but with less functionality.

## Problem Solving

- Need textbook app downloads or support? Visit <https://support.vitalsource.com> or call 1-855-200-4146.
- Missing redemption emails? Make sure you look through older messages, as the emails are typically sent well in advance of classes starting. Using the email Search function to find “digital” may help. To get a link re-sent, visit <https://online.vitalsource.com/#/activation>, ignore the message about an invalid link, and submit your Keystone email address. For further assistance, call 570-945-8009, or email [keystonebookstore@bbasolutions.com](mailto:keystonebookstore@bbasolutions.com).
- Damaged your iPad and need help arranging service or have iPad issues not listed above? Visit the Tech Corner on the second floor of the Hibbard Campus Center during business hours, email [helpdesk@keystone.edu](mailto:helpdesk@keystone.edu), or call 570-945-8778.

## Additional Tips

- Your Keystone College login is your ID number, and your initial password is your first and last initials in uppercase followed by the last four digits of your Social Security Number (e.g. FL1234).
  - This password replaced one you might have been given for MyKC when you applied to Keystone.
  - If you need a password reset, call 570-945-8778 or email [helpdesk@keystone.edu](mailto:helpdesk@keystone.edu) with your name, ID number, last four digits of your Social Security Number, and home Zip Code.
  - Keep careful track of your Apple and Bookstore passwords, because they can be a hassle to reset!
- Check out the Keystone College app on your phone!
- Keep up with your Keystone College email and use an email app for best results.
  - Most phones/tablets can set it up automatically.
  - You only need to know your email address, password, and that your account is on a Microsoft Exchange server (Android devices may say ActiveSync or enterprise email systems instead).
  - If an Apple device fails to auto-config and asks for server name/other info, you probably entered an incorrect email address or password – cancel and start over.
  - Some email apps may need the server name, which is exchange.keystone.edu
- Save shortcuts/bookmarks to commonly used websites.
  - MyKC -> <https://mykc.keystone.edu>
  - Moodle -> <http://moodlerooms.keystone.edu>
  - Current Students Page -> <http://wp.keystone.edu>
  - Library -> <http://web.keystone.edu/Library>
  - Athletics -> <http://gokcgiants.com>
- If you are going to do assignments on your iPad for upload to Moodle, save your work to cloud storage.
  - When you tap an upload button on a website, the iPad’s internal storage is not available to pick from.
  - The simple solution is to save your work to cloud storage, which is available.
  - All Keystone College students have 1TB of storage in Microsoft OneDrive – just log in with your KC email address and password.
  - For more detail, log into Moodle and look for an instruction link on the right side of the page.