

Getting Started

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

- Log on to your existing Bookshelf account at <https://shelf.brytewave.com> 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 app downloads, instructions or support? Visit <https://brytewave.zendesk.com>, call 1-877-612-2233, option 2, or email customerservice@brytewave.com.
- 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. Visit the Bookstore or call 570-945-8009 for further assistance.
- Damaged your iPad and need help arranging service or have iPad issues not listed above? Visit Technology Services in the Information Technology Building (just past Brooks and the Children's Center), email helpdesk@keystone.edu, or call 570-945-8778.