

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 <https://shelf.brytewave.com/#/activation> and enter your Keystone email address if you need the link re-sent. 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 the Tech Corner on the second floor of the Hibbard Campus Center during business hours, email helpdesk@keystone.edu, or call 570-945-8778.