What is Instant Access?

The Inclusive Access program is a new textbook model in collaboration with top publishers that converts books into digital content. All students in a class buy into the content, lowering the cost for everyone. All students in that class also get access to the content on the first day, and won’t be billed for it until after the Cornell course add period. The digital content also includes Interactive Learning Platforms.

How much does Instant Access cost?

Check your student booklist for the price of your Instant Access materials. To view pricing for your course(s) participating in the Instant Access program, please go to store.cornell.edu/textbooks, and click the ‘Shop Textbooks’ button to log in and view your personalized booklist. The Instant Access item will display as unavailable, but the price listed is the price that will be charged to your bursar account for the materials.

How do I buy my Instant Access materials?

You don’t have to do anything! Just log into Blackboard and follow the instructions sent to you by email (and listed in Blackboard) to access your materials. After the opt-out deadline, we will simply bill the cost of the materials to your bursar account. See your emails from The Cornell Store for the opt-out deadline date.

How do I get my textbook or access code?

Once Blackboard is open for the semester, you will have access to your course materials automatically. In your course in Blackboard, there will be a link on the left side called “Instant Access”. Click that link to go to the page for your course materials, and follow the instructions on that page. You do not need to purchase anything in The Cornell Store or online; your course materials will automatically be available to you in Blackboard. Your bursar account will be billed for the materials after the add period, unless you opt out. (See “What does opt out mean?” below.)

Clicking on the link in Blackboard took me to an access code for a website. Now what do I do?

See the instructions listed below the access code in RedShelf, in the emails you received from The Cornell Store, or on our website at http://store.cornell.edu/ia.

When will I have access to my book or course materials?

You will have access to your book or materials when Blackboard opens for the semester.
What does “Opt out” mean?

The Instant Access program at Cornell automatically provides you with your books or course materials through a link in Blackboard, but it is optional to participate. If you do not want to keep the digital course materials provided through Instant Access, you may choose to decline this service (opt out) and purchase your materials in another way. You must opt out by the opt-out deadline listed in our communications with you. After that date, your bursar account will be charged for the course materials unless you have opted out. Keep in mind that it is rarely possible to find the same materials at a lower price.

How do I opt out?

To opt out, log into RedShelf, go to the My Courses page, and select your course. At the bottom of the page, click the grey ‘I want to opt out of access to all required materials for this course’ button:

![Image of the opt-out button on the RedShelf site]

I opted out by mistake. Can I opt back in?

Yes! If it’s before February 9th, 2018, you can opt back in by going to the RedShelf site again. If it’s after February 9th, just email us at instantaccess@cornell.edu. Include your NetID, Course (e.g. ‘BIOG 1440’), and section number.

I dropped the course. Will I still be billed?

If you drop the course before February 9th, 2018, you will automatically be opted out, and you will not be billed. If you drop the course after February 9th, you will be refunded (to your bursar account) for the cost of the materials.

How do I get help if I’m having trouble with access to an ebook in RedShelf?

For help with anything within the RedShelf site (your account, trouble redeeming an access code, or questions about the RedShelf eReader), please call the RedShelf Student Help Line at 312-878-2628 or email help@redshelf.com.
How do I get help if I’m having trouble with access to a publisher learning platform (publisher websites outside of RedShelf or Blackboard)?

For help with publisher online content, please contact the publisher’s online help team:

Cengage (MindTap or Aplia): [http://support.cengage.com/victoriaweb/primarypage](http://support.cengage.com/victoriaweb/primarypage)

Macmillan (Sapling or Launchpad): [https://community.macmillan.com/community/digital-product-support/college-students-support-community](https://community.macmillan.com/community/digital-product-support/college-students-support-community)


Pearson (MyLabs or Mastering): [http://247pearsoned.custhelp.com/app/contact](http://247pearsoned.custhelp.com/app/contact)


What if I need help with something else or have questions not addressed here?

Please email us at instantaccess@cornell.edu.