

WP ACCESS DIGITAL COURSE MATERIALS

Frequently Asked Questions

Q: How and when will I be charged for digital course materials that are part of the Access Program?

A: The cost for all the course material will be billed to your student account and will appear on your e-statement from the Office of Student Accounts after registration.

Q: Will there be any additional fees or need to purchase course materials from the bookstore?

A: No. Costs for all required ACCESS course materials for the class are charged at the time of registration for the course and itemized on the e-statement. You do not have to purchase your course materials separately for this course at the bookstore.

Q: How will I receive my course materials?

A: Approximately 7 days before the start of classes, you will receive an email from noreply@follett.com with instructions on how to access the digital materials.

Q: If I am having trouble accessing course materials, what can I do?

A: If you're having issues accessing the digital materials from Pearson, please follow the instructions below.

- Log into **Redshelf.com** with your WPUNJ email address
- Click on "forgot password" to reset the password
- Once reset and logged in, the digital title(s) will appear on the shelf (page)
- If you still experience a problem with either logging in or the title not appearing, please contact Pearson support at www.askpearsonsupport.com or email TextbookAccess@wpunj.edu

Q: How can I opt-out?

A: You will receive Welcome to WP Access email from the University and must follow the link within the email to opt-out. By opting out, you will be responsible for sourcing the course materials on your own. A link will also be made available through WP Connect notification accessible upon login to WP Connect.

Q: When can I opt-out?

A: If you are opted-in for a course, you can opt-out as early as the day you receive the Welcome to WP Access email up until the Last Day for 100% refund for the course you are registered for. The Access Digital Course fee will not be refunded should you drop that course after the 100% refund date. Please note that 100% refund deadline varies depending on the start date of the course. The 100% refund deadline for the course you have registered is also noted in the opt-out/opt-in screen when you click the notification you receive on WP Connect or by clicking the link on Welcome to Access email. You can also opt back in, but any opt-out/opt-in actions must be completed by the 100% refund deadline for the course. There will be no changes available after this date, and the charge for digital course materials on the student bill cannot be reversed. You will be responsible for the full payment.

Q: If I opt-out or drop the course, will the digital course materials charges be removed from my student account?

A: Yes, but only if you opt-out or drop the course before the 100% refund deadline for the course you have registered for. Please note that 100% refund deadline varies depending on the start date of the course. The 100% refund deadline for the course you have registered is also noted in the opt-out/opt-in screen when you click the notification you receive on WP Connect or by clicking the link on Welcome to Access email.

Q: What happens if I drop the course after the 100% refund deadline?

A: If you drop the course after the 100% refund date, the Access Digital Course fee will not be refunded.

Q: If I opt back in, how does this impact my student account?

A: If your account was adjusted for the opt-out before you opted back in, then any new charges incurred for opting back in are due at the time you make the change. If you are enrolled in the tuition payment plan, the new charges will be split over the remaining unbilled installments.

Q: What happens if I Opt-out of the course and then drop the class and then re-register for the same exact course?

A: In this case your initial Opt-out status remains in effect unless you return to the WP Access Opt-Out/Opt-In application page and choose to opt back into the course materials. You can find the link for the application in the "Welcome to WP Access" email, or by navigating to the link in WP Connect named "WP Access Opt Out / Opt In" found under the "My Textbooks" section in your student page.

Q: I am a WP Online student, do I have to pay to WP Access Digital Course Materials in addition to the Course Fee?

A: Yes. WP Access Digital Course Material fee is in addition to the course fee. You have the option to opt-out and can do so as early as the day you receive the Welcome to WP Access email up until the Last Day for 100% refund for the course you are registered for. The Access Digital Course fee will not be refunded should you drop that course after the 100% refund date. Please note that 100% refund deadline varies depending on the start date of the course. The 100% refund deadline for the course you have registered is also noted in the opt-out/opt-in screen when you click the notification you receive on WP Connect or by clicking the link on Welcome to Access email. You can also opt back in, but any opt-out/opt-in actions must be completed by the 100% refund deadline for the course. There will be no changes available after this date, and the charge for digital course materials on the student bill cannot be reversed. You will be responsible for the full payment.

Q: My payment is due before I have the option to opt-out. Do I need to pay for digital course materials by the payment due date?

A: Yes. The digital course materials will need to be paid or covered by financial aid (based on your financial aid eligibility) by the tuition payment deadline.

Q: What happens if I don't pay the digital course materials charge(s) by the tuition payment deadline?

A: If you do not pay your tuition and digital course materials charges by the tuition payment deadline, you may be dropped for nonpayment.

Still have questions about the Access Program? Please contact TextbookAccess@wpunj.edu or call WP Campus Store at 973-720-3232.