

The West Academic Study Aids Collection

Frequently Asked Questions

What is the West Academic Study Aids Collection?

- An online subscription-based service that provides electronic access to hundreds of study aids.
- You can add notes, highlights, or bookmarks to your study aids, and you can search and filter on these markups.
- You can create a list of "favorite" study aids for easy access.
- You can also view books or listen to audio titles offline on mobile devices.

How do I access the Study Aids Collection?

If your law school library provides your subscription, simply access by going to subscription.westacademic.com and sign in using your school email address. In addition, there may be a link on your law school library's web page.

If you're on your school network, you can browse the collection without creating an account or signing in. If you're not on your school network, or if you want to take notes and highlights or read offline, then you need to create an account.

If you purchased your subscription on the West Academic store (westacademic.com), you get access when you sign in at subscription.westacademic.com.

I'm signed in, but I get an error saying I need a subscription. What's wrong?

If your law school library provides your subscription, we need to verify your school email address before you can read books on the site. Follow these steps:

1. Go to subscription.westacademic.com.
2. Sign in (or create an account if you haven't already done so).
3. In the top right, click **Hello Firstname Lastname** and select **My Account** from the drop-down list that appears.
4. On the **My Account** page, in the **My School/Organization** section, enter your school email.

If you already provided your email address and you see a message that email verification is pending, click to resend the verification email.

5. Check your email and click the link in the email we send. This will verify your email address and bring you to subscription.westacademic.com where you are signed in. **Sign out and then sign back in** and your access will be turned on.

If you need help, contact Customer Service at 1-877-888-1330 (option 4) or support@westacademic.com.

What content is available?

Content includes study aids from West Academic Publishing, Foundation Press, and Gilbert, including:

- Overviews—provides an overview of a subject area; helps reinforce class discussion and professor lectures.
- Outlines—helps you organize and understand legal rules and concepts covered in class.
- Case Briefs—helps you identify and understand the key takeaways from the cases you read in your casebook.
- Hornbooks/Treatises—makes great reference guides, citing landmark cases, statutes, and articles.
- Exam Prep—helps you prepare for exam questions and contains answers and explanations.
- Career Guides—start planning now for your legal career and get help with all aspects of your job search.
- Academic Success—get the most of law school with these titles.
- Audio lectures—listen to audio lectures anywhere and at your convenience.

Note: If your access is provided by your law school, the content available will vary based on the subscription level purchased by the school.

What subscription terms are available?

Subscription lengths are as follows:

- 3 Months
- 12 Months
- Month-to-Month—Your Month-to-Month subscription will automatically renew and bill your credit card each month. You may cancel at any time.

My school purchased the Study Aids Collection for its students. How is this subscription different from an individually purchased subscription?

If your subscription was provided by your school, the functionality is the same as the product available for individual purchase, but the number of titles in the subscription may differ depending on the subscription level selected by the school. If you purchased the subscription on your own, you always receive the subscription level that includes all available titles.

Can I review content before I purchase a subscription?

Yes. You can use the browse and search functionality to peruse the library. However, you cannot read the books until you purchase a subscription. If you have not subscribed, you can activate a free trial at <https://www.westacademic.com/study-aids-collection-1>

Can I cancel my subscription?

Dissatisfied customers can request a refund. If a cancellation request is granted, users will be granted a pro-rated refund. They will be required to pay for the balance of the current month and will have access for the balance of the current month. To cancel your subscription, please contact Customer Service at 1-877-888-1330.

How will I be billed, and when does billing start?

A credit card must be used for purchase, and a one- time payment is billed to the card covering the length of the subscription. The subscription access starts at the time of the purchase.

Can I stop and restart my subscription?

We are unable to freeze your subscription. Once activated, the subscription will run the length of the term that was selected at the time of purchase.

Will my notes still be there if I end my subscription and start up again later?

Yes. Your notes and other mark-up will be there if you re-subscribe at a future date using the same credentials.

Can I print material?

Yes. You can print up to 1% of the book in a single session from the browser view of a book.

Can I add notes and highlights?

Yes. You have these options:

- Open a chapter of the book and click the button to open the book in the RedShelf eReader.
- Select the text you would like to highlight, then add notes or highlights.
- All notes and highlights will sync with your mobile app.

Can these products be viewed on a mobile device, such as an iPad® or iPhone®?

Yes, except for viewing flash cards.

Where can I find the mobile apps?

There are two apps available for use with the Study Aids Collection. The RedShelf app is for reading and the West Academic Audio app is for listening. Both are free and available on the Apple App Store or Google Play.

How do I add books to the RedShelf app?

- Sign in to subscription.westacademic.com.
- Select the book you would like to read offline and open a chapter to browse the book.
- Click the 'Open in RedShelf eReader' button at the top of the page to open the book in the online reader. The book is now available for offline reading in the RedShelf app.
- Download the RedShelf app, available free in the [Apple App](#) store or [Google Play](#) store.
- To gain login credentials for the app, select "**Forgot Password**" and enter the email address associated with your West Academic Study Aids Collection account. You will receive an email with a password reset and should follow the instructions for creating a new password to sign in.

- Books you have viewed within the online reader will appear in the RedShelf app the next time you sign in. Your notes and highlights will sync between the app and the online reader.

If you need help, contact us at 1-877-888-1330 and select option 4 or email support@westacademic.com.

How do I use the Audio app

- Download the West Academic Audio app, available free in the [Apple App](#) or [Google Play](#)
- Sign into the app with your West Academic username and password
- Browse or search for an audio title
- Download an entire title or individual tracks
- Click play to begin listening in the app

Can I make notes and highlight in the books I have selected in the mobile app?

Yes. Your notes and highlights are viewable online or offline when you sign in using your West Academic account.

Can free trial users download books to the mobile apps?

No. Downloading books to read or listen offline through a mobile app is not available during a free trial.

Is there a limit to the number of books that I can download to the app?

No. There is not a limit to the number of books you can download to the app.