

# Revel Student FAQ's

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## **On-boarding/Registration**

### **1. Where do I find my access code?**

Your access code is found either in the access code card that you purchased at your school's bookstore or in the access code card that you purchased online. Alternatively, if you bought instant access while registering for your Revel course, you will not need an access code.

### **2. If I drop my course within the college's refund period, can I get a refund for the access code I bought?**

Yes, to request a refund for a purchase made at the Revel website (NOT another online retailer, like Amazon) send a request to [revelcs@pearson.com](mailto:revelcs@pearson.com) with the following information: First name, last name, email address used for registration and reason for refund request.

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### 3. How do I register for my course?

To register, you will need the unique course link from your instructor, and then follow these directions: [Get Started with Revel](#). OR, if your school uses Blackboard or Canvas, your instructor might have linked your Revel course to your LMS course. If your instructor tells you to register for Revel through Blackboard or Canvas, you will NOT need a unique course link.

### 4. What if I forgot my login information?

To retrieve your username or reset your password, go to the [Forgot Username or Password](#) link. Then, enter your email address then click continue. Check your email account for an email with the subject, "Pearson Username/Password Request." The message will contain all of the usernames that are found for that email address. Please choose one account to use with Revel.

### 5. Where will the course invite link\* direct me and where do I go from there?

The course invite link will take you to a landing page where you can join your Revel course. You will see the name of your course, instructor name, and course date and times listed on the right hand side of the screen, along with a place to log-in or create an account on the left hand side of the screen. *\*If your instructor has integrated your Revel course with your Blackboard or Canvas course, you will not need a course invite link to register.*

### 6. How do I know if I have a valid Pearson account?

To check if you already have a valid Pearson account, click on your course invitation link\* that you received from your instructor, syllabus, etc. You have an opportunity to check to see if you have a valid Pearson account already by clicking "unsure if you have a Pearson account"; enter an email address that may be associated with one, and select "look up." You will receive an email letting you know of your status. *\*If your instructor has integrated your Revel course with your Blackboard or Canvas course, you will not need a course invite link to register. You can check to see if you have a valid Pearson account, when you register for Revel from your Blackboard or Canvas course.*

### 7. What does the course invite link\* look like?

Your course invite link will look something like this, with a unique code replacing the "X's":

<https://console.pearson.com/enrollment/XXXXXXXX>

*\*If your instructor has integrated your Revel course with your Blackboard or Canvas course, you will not need a course invite link to register.*

### 8. How does the course invite link\* relate to my access code?

Your course invite link will take you to your course landing page. You can create a username/password OR sign in with an existing username/password directly on this course landing page. You do not need an access code to do this.

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After you log in to Revel through your course invite link, you will see your course material listed on the homepage (i.e. Psychology, Ciccarelli). After clicking on the course material, you will be prompted to enter your access code or purchase immediate access using a credit card or PayPal account. You cannot access your course content without an access code or purchasing immediate access.

*\*If your instructor has integrated your Revel course with your Blackboard or Canvas course, you will not need a course invite link to register, but you WILL need an access code or you can purchase immediate access to register.*

### **9. Can I access Revel without a course link\*?**

No. In order for your course to appear in your Revel account, you must join your course using the course invitation link provided by your instructor. *\*Only if your instructor has integrated your Revel course with your Blackboard or Canvas course, will you not need a course invite link to register.*

### **10. Where do I create an account?**

To create a Pearson account, click on the course invitation link\* that you received from your instructor, syllabus, etc. To create a Pearson account for the first time, click "Create an Account" underneath the blue "Sign in" button. You will need to enter your first name, last name, valid email address and then create a username and password. *\*If your instructor has integrated your Revel course with your Blackboard or Canvas course, you can create a Pearson account by selecting the link to Revel from your Blackboard or Canvas course, and "Create an Account".*

### **11. Do I need to create an account before I enter my course link\*?**

No, you do not need to create an account before receiving your course link. You will create an account or use a previously created Pearson account on your course homepage which the course invite link will take you to. *\*If your instructor has integrated your Revel course with your Blackboard or Canvas course, you will not need a course invite link to register. But you do not need to create an account before registering through Blackboard or Canvas; you can create an account during registration.*

### **12. May I share my access code with one other person in my class?**

No. Access codes are unique and only redeemable once.

## **Student Benefits**

### **13. Is it really useful for me? What benefits does Revel have?**

When you register for Revel, you don't just get a digital textbook. You get built-in practice opportunities that let you quiz yourself to review concepts and prep for exams as you read; interactive animations and videos that help you learn without getting side tracked; an assignment calendar and performance dashboard; an audio version of your text; and a learning solution that's accessible on your mobile device. All of this helps boost understanding, retention, and preparedness, helping you learn more efficiently than with a traditional textbook.

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## Content/Access

### 14. What exactly are interactives?

An interactive is a unique presentation of media within Revel that brings your course content to life. There are many different types, but whether it is a 360-degree view of the Colosseum, interactive graph, or multimedia timeline, all interactives are interactive and designed to help you stay on track.

### 15. How long can I use this product for?

You will have access to your Revel content for 12 months from the point of purchase.

### 16. Does Revel include my textbook or eText? What else is included in Revel?

Revel is your digital textbook replacement. Features like built-in-quizzing, integrated multimedia, and an audio-version of your text boost understanding, retention, and preparedness, helping you learn more efficiently than with a traditional textbook.

### 17. What is included on the access code (tests, homework, flashcards, etc.)?

Whether you purchase a Revel access code at your school bookstore or purchase immediate access using a credit card or PayPal account, you receive access to everything Revel has to offer! Your complete course text, videos, interactives, quizzing, highlight and notetaking functionality, an assignment calendar, and performance dashboard - it's all yours!

### 18. Is it course specific?

Yes. Revel is specific to your course. Your instructor/TA selected this program as your course material.

### 19. How is it different from my school's learning management system (LMS) or course management system (CMS) (i.e. Blackboard, Canvas, D2L, Moodle, Angel, etc.)?

Revel is your digital textbook replacement that also includes built-in-quizzing, integrated multimedia, and an audio-version of your text. If you are also using a separate LMS/CMS in your course(s), we recommend checking with your instructor to see where your assignments will be listed: only in Revel, only in your LMS/CMS, or both.

### 20. Can it be resold after a semester of use?

No, your Revel subscription cannot be resold after a semester of use.

## Tech Support

### 21. Where can I seek help for technical difficulties?

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If you are logged into Revel, information about tech support is accessible from the “Help” link on your “My Courses” homepage while logged into Revel. You can also click your name in the upper right hand corner of your “My Courses” page and select Tech Support to be directed to 24/7 Pearson Support.

If you are not logged into Revel, you can address your tech support needs at <http://www.pearsonhighered.com/revel/students/support/>

## Mobile App

### **22. How do I access Revel on my mobile device?**

You can access your Revel course through any browser on your phone or tablet, just like you would on your laptop, or by downloading the app from the [App Store](#) or [Google Play](#).

### **23. Does my progress automatically update across devices on the app?**

Yes, progress automatically updates across devices, including the app, once you enter into WiFi.

### **24. What’s the mobile experience like?**

Mobile Revel users can view and navigate assignments, access video and audio, and navigate the complete Revel Table of Contents. Please note that some functionality, such as interactive activities, may be limited or not functional due to smaller screen sizes.

### **25. Does the Revel app work offline?**

Yes. The Revel course content is immediately available for download onto your phone or tablet when you first sign into the app. The next time you attempt to access your course content when offline (no wifi, data turned off, on airplane mode, etc.), you will be able to read the narrative content, see the course content images, and still take notes and highlight your text.

### **26. What features work offline on the Revel app?**

You will be able to access the narrative content, course content images, and your highlights and notes. You will also be able to take notes and highlight the text even when offline. You cannot use interactives, videos, audio, and assessments (such as quizzes and shared writing assignments) when offline. [[Chart](#) of app functionality]

### **27. How much can I download at a time?**

After joining the course through a computer (not the app), the entire course is available to download. You cannot download sections of the course at this time.

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**28. What operating systems does the Revel app work with? Which versions work for the student?**

iOS 8 or later and Android 4.1+ (Jellybean, Kitkat, Lollipop, Marshmallow).

**29. How can I clear the downloaded course in my app?**

You have three options: You can visit your “Courses” page of the app, tap on the three dots on the top right of the screen, and then tap "Delete Course"; you can delete the Revel app off of your phone; and lastly, you can go through your phone’s settings and go to your app’s storage management section and clear the Revel app’s data by clearing its cache.

**30. How much space is taken up by the downloaded course material?**

File sizes range from 25MB to 500MB. The average is about 40MB - 50MB.

**31. How long do I have access to the Revel app? How long do I have access to the Revel app course content?**

The Revel app will stay on your phone until you delete the app. The course content that you download will stay in your phone until your subscription expires, unless you choose to delete the course content. Course content will expire when the 12-month subscription period has ended. If you select 14-day temporary access during registration, your access will expire after 14 days unless you purchase full access.

**32. How much data does the Revel app use when I’m online?**

The Revel app uses additional data when online, particularly when you stream the audio, watch the videos embedded with Revel, and use various interactives.

**33. Does the Revel app drain a phone or tablet’s battery life when I’m online?**

The Revel app does not drain additional battery life when you are online.

**34. Does the Revel app drain a phone or tablet’s battery life when I’m offline?**

The Revel app does not drain additional battery life when you are offline.

**35. What is updated onto my account when I log back online after using the Revel app offline?**

Highlights and notes taken when offline also sync to your account. Assignments that may have been assigned when you were offline will also sync in order to be seen if you go offline at a later time.

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**36. Does the progress achieved by students in the Revel app sync when students log into Revel on a laptop, desktop, or another mobile device?**

Yes. If you make progress in the Revel app and are connected to an online connection (or reconnect after using the Revel app offline), that progress will be updated and you will see that progress wherever you sign into Revel next.

**37. How can Pearson prevent students from downloading the app and logging onto another student's Revel account?**

Anyone logging into Revel needs both the correct username and correct password. This experience is the same whether on the Revel app or Revel via desktop, laptop, etc.

**38. Are all features accessible and optimized for mobile in the Revel app?**

Currently every feature students traditionally interact with on desktop and laptop is optimized for mobile with two exceptions. Several *interactives* may function sub-optimally due to screen size and the nature of the interactive. Secondly, *essay assignments* are not currently accessible via the app. Students will need to complete essay assignments when logged into Revel on a browser.

**39. Do instructors have a mobile app?**

Instructors can log into the app with their regular Revel credentials; however, they will experience the app as a student. Instructors cannot yet create or grade assignments on the app. They can only view student progress.

**40. Can I keep my Revel material longer than 12 months since the course content will be downloaded?**

No. Similar to online access, the offline access to the course content will expire within the selected subscription period.

**41. Can I use the Revel app if I opted for 14-day temporary access?**

Yes, you can. The course content will disappear once the 14-day temporary access period has ended and subscription has not been purchased.

**42. Can I register for a course in the Revel app or will I need to register on a desktop and then access on the app?**

You have to register on a browser to enroll into a course. After registering, you can then access the course in the Revel app. There is messaging within the app to communicate this process to students.

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**43. Can I complete assignments like quizzes and Shared Writing assignments in the Revel app?**

Yes, you can complete quizzes and Shared Writing assignment in the app as long as you are online.

**44. If I cannot complete quizzes and Shared Writing assignments when offline, what is the experience like for me when I attempt to complete a quiz or a Shared Writing assignment?**

You will still be able to see a quiz or a Shared Writing assignment when offline. If you attempt to answer either assignment, however, you will get an alert that says you must be online to complete that assignment.

**45. If I cannot use the interactives, watch videos, or access the audio feature offline, what is the experience like for me when I attempt to use them?**

You will still be able to see the interactive, video, and audio features when offline. If you attempt to use the interactives, watch videos, or access the audio, you will get an alert that says you must be online to use the interactive, watch the video, or access the audio.

**46. My instructor set up Blackboard integration with Revel. Can I use the Blackboard app and launch the Revel app from it?**

No. You cannot launch the Revel app via another app. It should be accessed directly.

**47. Can you provide an overview of all the features that work online and offline for the app?**

Feature	Available Online	Available Offline	Not Available
Narrative content	✓	✓	
Audio	✓		
Quizzing	✓		
Chapter Flashcards	✓		
Interactives	✓		
Video	✓		
Performance tracking	✓		
Saved notes & highlighting	✓	✓	
Feature	Available Online	Available Offline	Not Available

Shared Writing	✓		
Journal Writing	✓	✓	
Essays			✓
Assignment calendar	✓		
Customizable notifications	✓	✓	