



Kaplan eBooks- Frequently Asked Questions

GETTING STARTED

- How do I create a Bookshelf account?
First, you'll be asked to enter your email address. Please use your email associated with Kaplan account. Then, create a password (Must contain at least 8 characters, an uppercase letter, a lowercase letter, and a special character) and security question/answer. You will then be able to access your eBooks through the browser or applications.
- How can I reset my password?
<https://support.vitalsource.com/hc/en-us/articles/201856436-Resetting-your-Password>
- Where are my books?
You should see all books available to you in your Explore tab of Bookshelf. The titles you've already accessed will also be in your Library tab of Bookshelf, with the most recently read titles at the top.

OFFLINE ACCESS

- Can I access my content offline?
Yes, you can download the Bookshelf applications to read your ebooks without an internet connection.
- How do I download the Bookshelf applications?
<https://success.vitalsource.com/hc/en-us/articles/360025014374-Access-Content-Offline-With-Bookshelf-Mobile-and-Desktop-Apps>
<https://support.vitalsource.com/hc/en-us/articles/201344733-Download-Bookshelf>

STUDY TOOLS

- How do I use the Bookshelf study tools?
Bookshelf has a number of built in tools to increase engagement and retention. Learn more about these features here:
Notes/Highlights:
<https://success.vitalsource.com/hc/en-us/articles/360034221534-Using-and-Sharing-Bookshelf-Notes-and-Highlights>
Flashcards:
<https://success.vitalsource.com/hc/en-us/articles/360026325934-All-About-Flashcards>
Search:
<https://success.vitalsource.com/hc/en-us/articles/360026326734-Search-for-Keywords-and-Phrases>

ACCESSIBILITY

- Does this platform work with screen readers or have a text-to-speech option?
Yes, VitalSource is committed to accessibility for all learners. Learn more about specific features here:
<https://support.vitalsource.com/hc/en-us/categories/200184597-Accessibility>

General Support Articles on Bookshelf:

<https://support.vitalsource.com/hc/en-us/categories/360001056774>

24/7 Tier 1 VitalSource Support can be contacted by chat, phone, or email here:

<https://support.vitalsource.com/hc/en-us/requests/new>

If you are still having issues, please contact Kaplan at 1-800-KAP-TEST.