includED®

Opt-Out Portal as seen from a Student Experience

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Compatible Operating Systems & Browsers

iOS 10 & above, Android 6.0.1 & Above, Windows 7 & Above using Internet Explorer 10 & Above, Chrome, or Safari

How do I activate my new account?

Accessing Through a Link in SIS, LMS, or Other Channel

1. Notification is received of your ability to Opt-Out through SIS, LMS, or other channel
2. Select link (includedcp.follett.com) on the SIS, LMS, or other channel
3. Once you land on includED Customer Portal, create an account by selecting **Create an Account**
4. Enters in your institution email address and select **Submit**
5. If the email entered is accepted and enrolled in an includED section, check your institution email address for account activation email, subject *Welcome [Institutions Name]'s Customer Portal!*

IMPORTANT! If the email you entered is **NOT** enrolled in an includED section, you will receive the message *the email address entered is not active or there is not an opt-out option available at this time. Try again or confirm your enrollment in an includED course.* and you need to check the institution email address entered, or confirm with the institution that you are enrolled in an includED course with Opt-Out.

6. Select the **Activate your account…** link
7. includED Customer Portal is launched
8. Enter **New Password**
9. Enter **Confirm Password**
10. Select **Save**
11. includED Opt-Out portal opens

Accessing Through the Automated Welcome Email

1. An automated email is received ,with subject line **Welcome to [Schools Name]'s Customer Portal!**, on Order Release Date or if after ORD, within 12 hours of enrollment
2. Select the **Activate your account…** link
3. includED Customer Portal is launched
4. Enter **New Password**
5. Enter **Confirm Password**
6. Select **Save**
7. includED Opt-Out portal opens

I have an account from this term, what now?

Accessing Through Link in SIS, LMS, or Other Channel

1. Select link (includedcp.follett.com) in the SIS, LMS, or other channel
2. includED Customer Portal is launched
3. Enter **Institution Email**
4. Enter **Password**
5. Select **Log In**

Optional Use the *Remember me* if you would like to store your institution email address with the browser

6. includED Opt-Out portal opens

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Accessing Through the Automated Welcome Email

1. Search your institution email for the ***Welcome to [Schools Name]'s Customer Portal!***
2. Select the **Want to log in after you…** link
3. includED Customer Portal is launched
4. Enter **Institution Email**
5. Enter **Password**
6. Select **Log In**

Optional Use the *Remember me* if you would like to store your instruction email address with the browser

7. includED Opt-Out portal opens

I have an account from a previous term, what now?

Accessing Through Link in SIS, LMS, or Other Channel

1. Select link (includedcp.follett.com) on the SIS, LMS, or other channel
2. includED Customer Portal is launched
3. Enter **Institution Email**
4. Enter **Password**
5. Select **Log In**

Optional Use the *Remember me* if you would like to store your instruction email address with the browser

6. includED Opt-Out portal opens

Accessing Through the Automated Welcome Back Email

1. An automated email is received with subject line ***Welcome back to [Schools Name]'s Customer Portal!***, on Order Release Date or if after ORD, within 12 hours of enrollment

IMPORTANT! Make sure to check Spam and Junk folders

2. Select the **Log In** link
3. includED Customer Portal is launched
4. Enter **New Password**
5. Enter **Confirm Password**
6. Select **Save**
7. includED Opt-Out portal opens

How do I Opt-Out of a section?

1. Log in to the includED Customer Portal

IMPORTANT! If you see *No Sections* then there are currently no sections eligible for opt-out.

2. Find the section you want to opt-out of and select **Opt-Out**
3. If presented with *Once you select **I Agree**, you will no longer have access to your course material(s) for N/A and you will not be able to opt back in to the program*, select **I agree** to Opt-Out of that section. **END OF PROCESS**

IMPORTANT! Once you opt-out of a section, you cannot opt back in!

4. If presented with *Your campus bookstore has fulfilled the course material(s) listed below. To Opt-Out, please contact your campus bookstore at ####mgr@follett.com by XX/XX/XXXX. Once you Opt-Out, you will no longer have access to your course material(s) and you will not be able to opt back in to the program.,* select **Copy Info**

5. Navigate to an email or text based platform and paste text
6. If you have possession of the listed course materials, bring them and the copied information to your campus store
7. Ask for assistance from a campus store associate

I forgot my password, what now?

1. Navigate to Opt-Out portal through SIS, LMS, URL (includedcp.follett.com), Other Channel, or Email
2. Select **Forgot Password?**
3. Enter **Institution Email**
4. Select **Submit**

IMPORTANT! If you see the messge *The email address entered is not active or there is not an opt-out option available at this time. Try again or confirm your enrollment in an includED course.,* confirm you entered your institution email address and that it was correct. If it was, confirm with the institution that you are enrolled in an includED course with Opt-Out.

5. Email confirmation populates on includED Customer Portal
6. Navigate to the email with subject line ***Reset your password for [Schools Name]'s Customer Portal!*** that was sent to institution email entered
7. Select the Link in **Resetting your password is simple…**
8. Link opens *Set Password* screen
9. Enter **New Password**
10. Enter **Confirm Password**
11. Select **Submit**
12. includED Customer Portal opens

I need to create an account, what now?

1. Student is directed to includED Opt-Out portal
2. Student selects **Create an Account**
3. Student enters in their institution email address and selects **Submit**
    a. If the email entered is enrolled in a includED section, student needs to check their institution email address for account activation
    b. If the email entered is **NOT** enrolled in an includED section, student will receive the message *The email address entered is not active or there is not an opt-out option available at this time. Try again or confirm your enrollment in an includED course.* And they need to check the institution email address entered, or confirm with the institution that they are enrolled in an includED course with Opt-Out.
4. Navigate to the email with subject line ***Welcome to [Schools Name]'s Customer Portal!***
5. Select the **Activate your account…** link
6. Student is directed to includED Opt-Out portal
7. Enter **New Password**
8. Enter **Confirm Password**
9. Select **Save**
10. includED Opt-Out portal opens

Email Templates

Forgot Password Email

From: noreply@follett.com [mailto:noreply@follett.com]
Sent: Monday, November 07, 2016 12:54 PM
To: [Student Email]
Subject: Reset your password for [School Name]'s Customer Portal!

Hi [Student Name],

Resetting your password is simple, just select the link below!
Activate Account Here

Information you should know…

- Your username is your school email address: [Student Email]

- Once you have opted-out of a course, you cannot opt back in!

Questions?
Contact your campus bookstore

Welcome Email

From: noreply@follett.com <noreply@follett.com>
Sent: Monday, November 7, 2016 3:26 AM
To: [Student Email]
Subject: Welcome to [Student Name]'s Customer Portal!

Congratulations on your current enrollment in an includED course(s). To preserve student choice and promote student savings, your school has partnered with your campus bookstore's includED program. This customer portal will provide you the ability to remove yourself from the program and find your course materials elsewhere. You must activate this account and opt-out of having the course materials provided to you by [Opt-Out Date].

Information you should know…

- Your username is your school email address: [Student Email]
- Once you have opted-out of a course, you cannot opt back in!

Activate your account and set your password by selecting the below link!
Activate Account Here

Happy studying and best of luck in class!

Want to log in after you confirm your account?
Login

Questions?
Contact your campus bookstore

Welcome Back Email

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Welcome back to [School Name]'s customer portal for the includED program! Just a reminder, this portal helps preserve student choice and promote student savings by partnering with your campus bookstore's includED program. This customer portal will provide you the ability to remove yourself from the program and find your course materials elsewhere. You must opt-out of having the course materials provided to you by [Opt-Out Date].

Information you should know...

- Your username is your school email address: [Student Email]
- Once you have opted-out of a course, you cannot opt back in!

Login

Happy studying and best of luck in class!

Questions?
Contact your campus bookstore