

Troubleshooting

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nce your campus store notifies you that you have course materials adoptions to manage, you will receive an email titled "RedShelf Adopt: Action required" with a list of your current open courses and sections. At the bottom of this email is a link that says "Click here to review and make changes to your course materials adoptions."

Some instructors have reported that clicking this link directs them to an error:

Something Went Wrong

An error was encountered when attempting to load content for this page.
Please contact your Campus Administrator.

If this happens, there is no need to contact your Campus Administrator! You're seeing this error because the link you clicked is configured to expire after a few days (for security purposes).

To access RedShelf Adopt, please follow these steps:

- Click this link <https://platform.virdocs.com/logout/> to clear your session.
- Clear your browser *cache* (not just history).
- Disable ad blockers (these can often block necessary items from loading)
- Navigate to the *white label* RedShelf site for your campus store--it'll be the first half of the URL that gave you the previous error. For example, eastms.redshelf.com.
- Click "Log In" in the top right corner and reset your password using the email address at which you received the "RedShelf Adopt: Action required" message.
- After you're logged in, click your name in the top right corner and navigate to "Adopt" to see your Course Materials landing page.

Welcome to RedShelf Adopt!
Just getting started? Head over to our [partner support page](#) for a guide on the basics.

COURSE MATERIALS

Courses

Select a term

2019-2020 Adoptions

Course: HIS 1123 Flagged

Course Name: Western Civ. II

Number of Sections: 1

Sections

Course: HIS 1163 Flagged

Course Name: World Civ. I

Number of Sections: 1

Sections

Course: HIS 1173 Flagged

Course Name: World Civ. II

Number of Sections: 1

Course: LEA 2821

Course Name: Ldrship & Org Skills IV

Number of Sections: 1

Modify Adoptions

Materials

No Material in this Course

Still having trouble? We're happy to help! To get to the right folks, please specify "I need RedShelf Adopt support" when you [submit a request](#).

<https://solve.redshelf.com/hc/en-us/articles/360022294653-Troubleshooting-Something-Went-Wrong-in-RedShelf-Adopt>
