

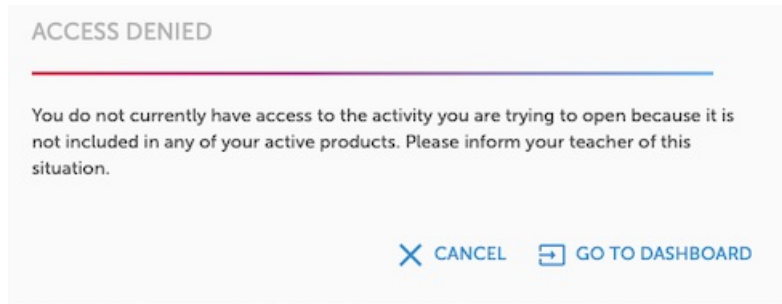
# You don't have access to this product

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Students menu

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Here are some reasons why you may not have access to a product.



## Students COMPARTIR | EDi | CONNECT

1. **The product is locked.** Check with your teacher if your product is blocked, if so, ask him/her to unblock it from his/her Class Materials.
2. **The product was not added to your institution's administrative platform.** Check with your teacher if the product you do not have access to was really requested, your teacher will check with the school.

## Self-registration students

1. **The product is locked.** Check with your teacher to see if your product is locked, if so, ask them to unlock it from their Class Materials.
2. **The product was not added to the access code (token) provided to you** Check with your teacher to see if the product you do not have access to was actually requested, your teacher will check with the school.
3. **Your product subscription has expired.** Ask your teacher for a new access code (token).



If you would like to learn more about the use of the platform, please visit our knowledge base at the following link: <https://rlp-ug.knowledgeowl.com/help/student>