

MR-Connect - Troubleshooting

Have you purchased your title from www.bushfirepress.com.au ?

YES: Continue.

NO: Go back to www.bushfirepress.com.au and purchase your title.

Do you have an email from Music Room/Bushfire Press with receipt and access codes for your title(s)? (Order Confirmation email)

YES: Continue.

NO: Check your InBox and Junk Mail folders for your email.

Have you used MR-Connect before to read any of our titles?

YES: Continue to [Login to MR-Connect](#)

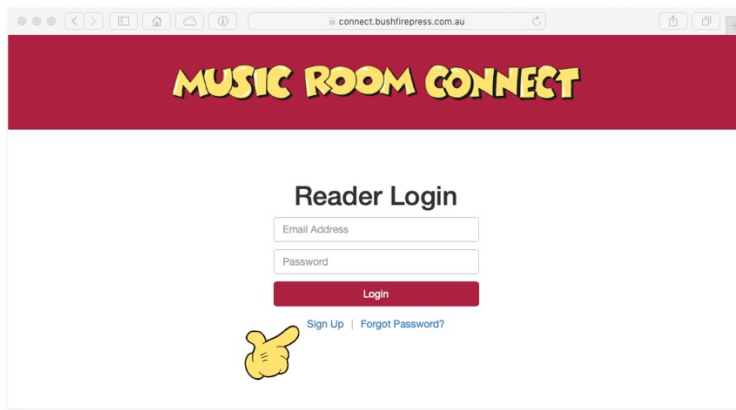
NO: Go to [Sign up to MR-Connect](#) (next page)

Login to MR-Connect

Go to connect.bushfirepress.com.au and click/tap on “Login”

REMEMBER: This is not the same account you used to purchase your title.

If you have not used MR-Connect before, go to “Sign up”.



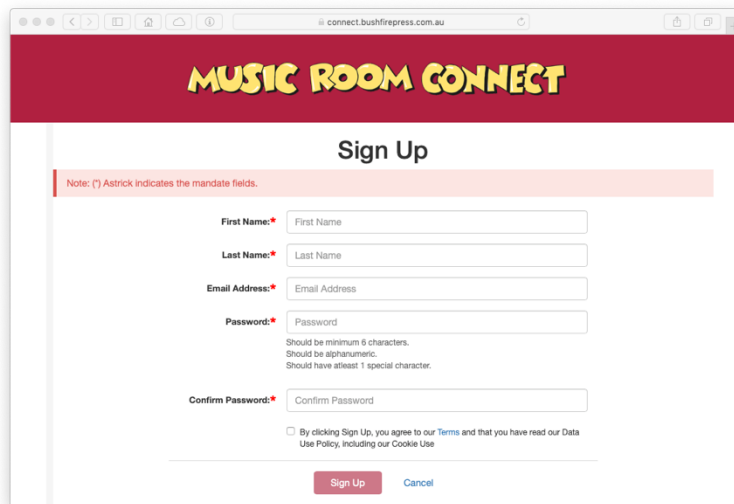
Do you know your password or does the computer remember your password?

YES: Login to your account and go to “[Redeem Resource](#)” (below)

NO: Tap “[forgot password](#)” and follow instructions.

Sign Up to MR-Connect

- This is for an MR-Connect Reader account.
- It is not the same account as your Bushfire Press website account.
- You can use the same username/email and password as your Bushfire Press website account if you wish.



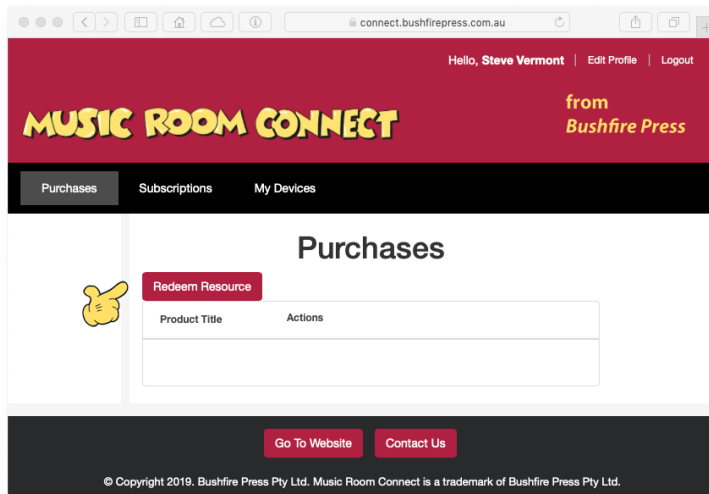
The screenshot shows a web browser window with the URL `connect.bushfirepress.com.au`. The page features a red header with the text "MUSIC ROOM CONNECT" in a yellow, stylized font. Below the header, the page is titled "Sign Up". A note in a light red box states: "Note: (*) Asterick indicates the mandate fields." The form contains five input fields, each with a red asterisk indicating it is mandatory: "First Name", "Last Name", "Email Address", "Password", and "Confirm Password". The "Password" field has additional instructions: "Should be minimum 6 characters.", "Should be alphanumeric.", and "Should have atleast 1 special character." Below the form, there is a checkbox with the text: "By clicking Sign Up, you agree to our [Terms](#) and that you have read our [Data Use Policy](#), including our [Cookie Use](#)". At the bottom of the form, there are two buttons: "Sign Up" (in red) and "Cancel" (in blue).

Please look for a confirmation email that will give you a link to activate your account and take you back to MR-Connect.

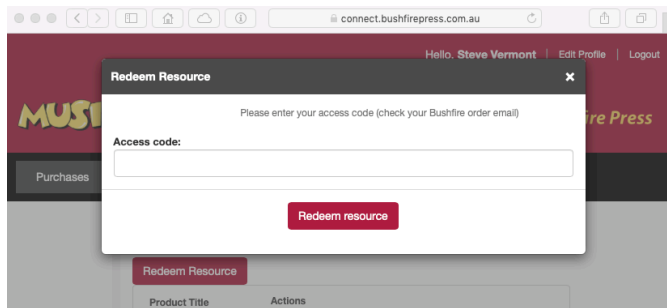
Login to MR-Connect.

Redeem Resource

When you are logged in, you should get a screen like this.



Click "Redeem Resource"



Enter the Access Code we have given you in your **order confirmation email**. You may want to copy and paste it to make sure it is correct.

Your eBook should now be listed under "Purchases"

