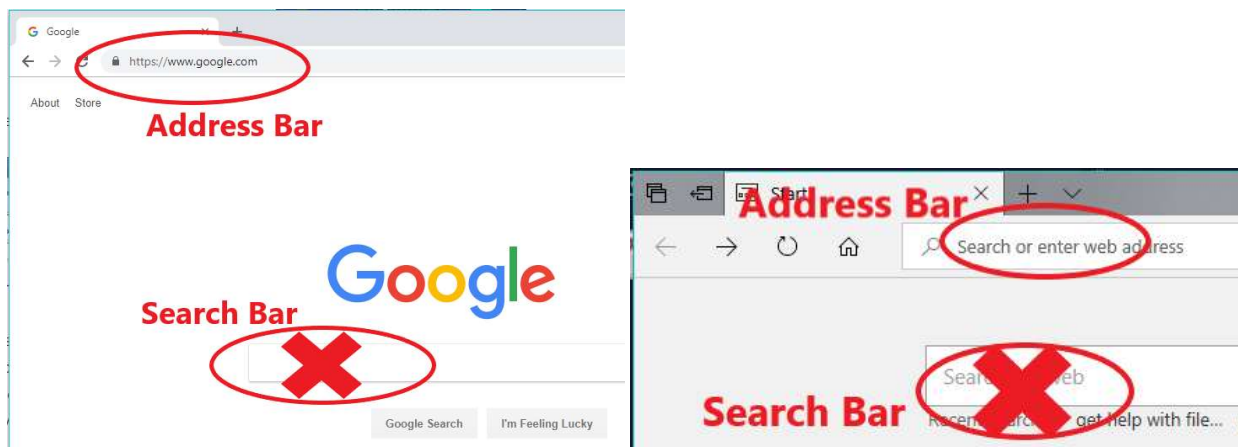# Redemption Page FAQ:

Q: Do I need to access the bundle redemption page from my new device?

A: No, you can access bundle redemption pages from any standard browser on mobile, tablet or desktop. The only exception is offers that require an installer or app, then you will need the device to run the app.

Q: I cannot access the redemption page. It's not showing up in my search results?

A: To reach our bundle pages, please be sure you're entering the URL provided on step 1 of your voucher into the address bar. The address bar is at the very top of the browser window, usually next to the browser controls. Please do not use the search bar.

For reference, please see the diagrams below.

Q: I cannot access the redemption page. I get an error instead?

A: Please double check you're typing the redemption website address correctly. Check for typos and confirm the 5 digit number at the end. Also, our redemption website addresses do not include a "www" at the beginning; they includes "usa." For example, a correct redemption website looks like this: https://usa.novadevelopment.com/promo/XXXXX where XXXXX is your specific 5 digit site code.

If you require further assistance, please contact us for help at:

http://promosupport.avanquest.com/support/home