Customer requirements to participate in the Rent-a-Text program are:

- Rental agreements are legal contracts and require the renter to be 18 years of age (or age of majority).
  - Parents or guardians may register and rent for the student if the student is not 18 years of age (or age of majority).

- **Valid government issued ID**
  - ID is used to verify identify at the beginning of every text rental transaction.

- **Valid credit card, branded debit card, or campus backed card provided as collateral**
  - Collateral is centrally stored and verified in each text rental transaction.
  - Campus cards can only be used as collateral if they have a MasterCard or Visa logo.
  - Collateral is charged if the book is not checked-in.
  - Campus cards, financial aid and gift cards can be used to pay the text rental fee, but not used as collateral.

- **Email address**
  - Customers should provide an email address that is checked regularly. Text rental reminders are sent to notify customers of the rental check-in dates.

- **Primary Phone number**
  - This number is used as the first point of customer lookup for all text rental transactions.

- **Agree to rental terms and conditions**
  - Customers agree when they sign the rental receipt.