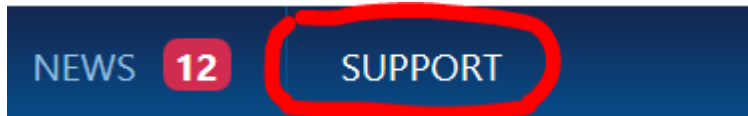


1) LOGIN to the Overdrive “Marketplace” with “support” login

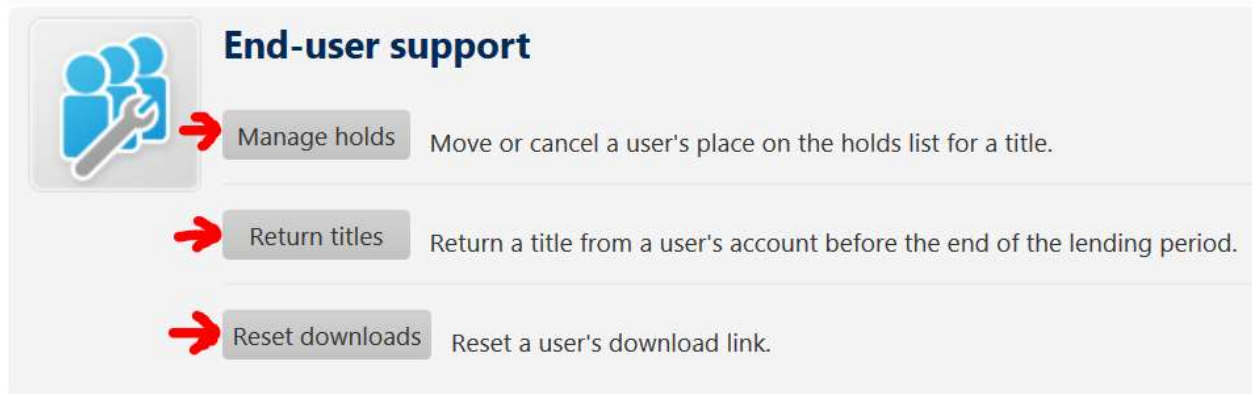
<https://marketplace.overdrive.com/Account/Login>

Ask Alan for login credentials.

2) Click SUPPORT



3) Direct support options



Manage holds – can change hold position; most useful if reinstating a hold – you can move it up to number one

Return titles – if patron has picked wrong format or has other problem

Reset downloads – for audio books patrons get 3 chances then error message; this allows a reset;

4) Ask Overdrive Help Desk



Fill out their FORM; change email address to **YOUR** email (from LION's)

Sample email

Timestamp :: 3/9/2015 11:39:12

Your Library :: Meriden Public Library

Your Name :: Douglas xxxxxxxx

Library Card Number (Barcode) :: 23850000xxxxxx

Your Email Address :: Dougxxxxxxx@yahoo.com

Statement of problem :: Can not read book in listed format. Need to return book to re-download.

Title(s) of Problem Media :: The purity of vengeance

Format of download :: eBook - EPUB

Operating System :: Tablet (iOS)

Browser :: Safari

Device :: iPad

Your Phone Number :: (203)214-xxxx

(**boldface** shows the most common problems; answers in quotes are actual)

Statement of problem :: My **library card expired** two days ago. Can I renew online?

Answer: Library policy

Statement of problem :: While attempting download audio bookworm kindle fire, I rec'd error message 80131500- **Failed call to fulfill title**. Limit has been reached.

Answer: do the **Reset Downloads** function

Statement of problem :: I am having trouble getting into overdrive to download **books I have reserved**.

Answer: Did you get a **new barcode/library card** since placing the hold?

Statement of problem :: I checked of e-book out using **the wrong format** I need to change it to our Kindle version and I don't know how to do that. The EPUB book I checked out does not downloadcorrectly it is all code

Answer: Return title; place hold if necessary; move to top of hold queue

Statement of problem :: Always get error message "check activation" when trying to download since changing ADE 4.3

Answer: Adobe problem; refer to Overdrive help or send a quote from Help

Statement of problem :: Received e-mail that my name came up to download American Sniper and couldn't find it in my overdrive app so could not download.

Answer: "Assuming you are using the app on an iPhone -- When you open the app you should click the three bars in the upper left corner. select Libraries Online as the library (if not there, click "Add a library" and select Libraries Online Sign in to your account and download the title"

Statement of problem :: Audio books play fine, however if I pause or stop the program, it will not restart playing after computer goes to sleep and restarts. It won't restart playing unless I shut down and restart Overdrive.

Answer: had to contact Overdrive Help

Statement of problem :: audio MP3 format not transferring properly to my Nano it says it has transferred, but it is not located in my index on my Nano.

Answer: had to contact Overdrive Help

Statement of problem :: The City of Bones audiobook I put a hold on then downloaded is in Russian. When will the english version be available?

Answer: "Overdrive does not offer that title as an mp3 in English. The Russian copy may have been ordered by mistake."

Statement of problem :: I am able to check out audio books (MP3) but can no longer download them. I have tried several times over the past few months. I used to be able to download books and transfer them to my MP3 player.

Answer: "You should get a choice to "Open with" Overdrive for Windows. Have you downloaded Overdrive for Windows? See these instructions: <http://help.overdrive.com/customer/portal/articles/1481067> "

Statement of problem :: I was notified that WE ARE NOT OURSELVES was put on my Kindle...It is not there and I am unable to download it in the usual way.... also.tells me that I have 13 days remaining..

Answer: "You selected EPUB as the format for your download. You must select Kindle as the format of the download to load it on a Kindle. We will return this copy. You can then place a hold on it."

Statement of problem :: Can one account house more than one library card number or can I enter a different card each time a check a book out. I have 2 boys with ipods and me with an iPhone.

Answer: "Each card has its own account and holds and checkouts cannot be shared among cards. This is most obvious when a hold becomes available. You get an email, but you must remember which card was used to place the hold."

Statement of problem :: Cannot borrow book on my KINDLE; Title = Brava, Valentine

Answer: "That title is not checked out to you, and you do not have a hold on it. You can place a hold and when it becomes available, you will get an email. When you place the hold, you can have it automatically checked out to you."