**Overdrive Troubleshooting**

If users are getting a generic error message when trying to sign in (often something like “Library server message - An unexpected error has occurred”) first try to determine if the error is happening for everyone. Try to sign in and/or have other staff try to sign in to OverDrive. If everyone is getting the same error, then contact OWLSnet help immediately. If on the weekend, you can call or text Evan using the number on the OWLSnet after hours support chart. If you or others can sign in, then proceed with some of these troubleshooting tips.

Here are some things to try if the patron is having trouble signing in to OverDrive:

If using a web browser, try a different browser or clear the cache on the browser they are using [CTRL + Shift + Delete] at the same time is a good way to bring up the clear cache option on most browsers.

If the patron is using the OverDrive app, have them try to access OverDrive at wplc.overdrive.com through their web browser on their phone or tablet. Have them try and sign in from the web site.

If using the OverDrive app, have them try Libby. An added incentive, if Libby works they will never need to login again on Libby.

If the patron is willing to share their PIN, see if you can reproduce the problem.

If none of these work, please provide the following information so we can open a ticket with OverDrive:

* Patron Library Card #
* Type of Device
* App (OverDrive or Libby) or website
* Error message or details about the specific problem

**Who to contact**

If the problem is affecting everyone or is a server error message, contact [owlsnethelp@owlsweb.org](mailto:owlsnethelp@owlsweb.org) or Evan.

If the problem is specific to one account (a hold missing, a title cannot be downloaded, a kindle book error, a recording missing chapters etc.):

**NFLS** libraries should contact Laura Kayacan (Sturgeon Bay) [lkayacan@doorcountylibrary.org](mailto:lkayacan@doorcountylibrary.org)

**OWLS** libraries should email [owlsnethelp@owlsweb.org](mailto:owlsnethelp@owlsweb.org) or contact Evan.