3M Cloud/ Library-on-the-Go Troubleshooting:
Common Problems & Solutions

3M/Library-on-the-Go says there's a problem with my library card and won't let me log in!

If you receive an error message when you try to log in that tells you there's a problem with your library card, it is most likely because **a.) you have more than $5.00 in fines on your account**, or **b.) your library card has expired**. Either of these will put a block on your account and prevent you from accessing e-books. You will need to visit the Library and pay your fines or renew your card in order to be able to check out e-books.

If this does not solve the issue, there is most likely an issue with the overall library system, and library staff will inform you when the problem is fixed.

When I try to transfer my e-books to my device from my computer, it brings up an error message!

This usually happens with older Nook devices when you are trying to transfer your books using a USB cord and Adobe Digital Editions. You may need to deauthorize either Adobe Digital Editions or your e-reader using the following steps.

1. Make sure your Nook is **NOT** connected to your computer and that you have Adobe Digital Editions open.

2. In Adobe Digital Editions, go to **Help--> Authorization Information**. If this option is not greyed out, a window should open giving the Authorization Information for your computer.

3. Close out of Adobe Digital Editions, then connect your e-reader to the computer.

4. Open **file explorer** by clicking the icon on your computer. Then double-click on your e-reader under **My Computer**.

5. Find the folder called **.adobe-digital-editions** and delete it.

6. Open Adobe Digital Editions, and drag the book you want to read to your device. You should now be able to transfer your books without any problems.

HELPFUL HINT:

If you ever suddenly encounter problems with either the 3M Cloud Library or Overdrive apps--but have never experienced issues with them before--it may be due to an update with either the app OR with your device. Go to the App store and open the *Updates* menu to see if there is a new update for the app; if so, update it. If the problem persists after updating the app (or if it gets worse), try uninstalling and reinstalling the app.

When I try to download a book that's checked out to me, it says that it's already in use by another user!

This generally happens when you have more than one **AdobeID or Overdrive account** and attempt to download a book that you checked out with a different ID. This is different than your library card; your AdobeID/Overdrive account is what allows you to check out e-books in **epub** format, and you normally set up your AdobeID/Overdrive account when you first start checking out e-books. If you originally checked out your items on a different device than the one you are currently using *(EX: if you originally download the books to your computer, but are trying to download them to a tablet app),* it's possible that you may be using more than one AdobeID or Overdrive account.

There are a few ways to try and solve this problem:

1. If you are using the Overdrive app, go to the **Home Menu** (by clicking on icon in top-left corner), then go to **Settings**. Click **Deauthorize**. Click **No** when it asks if you'd like to use your Overdrive account to authorize your device. Then select **Use Your Adobe ID** or **Use your Overdrive Account**, and enter your AdobeID or Overdrive information that you used on your original device. If you do not remember your original AdobeID, go to http://adobe.ly/21KMvkH and follow the troubleshooting instructions.

2. If step 1 does not work, try checking in the item(s) that is causing the problem, and then checking it out again. *Note: If you are worried that doing this might cause you to be placed on a hold request list for the item, or if you cannot check in the item, contact Sara at the Library.*

3. If both step 2 and step 1 do not work, try checking in your items and then uninstalling the app; then reinstall the app and reauthorize it using your original AdobeID/Overdrive account.

When I try to open a book on my device, it brings up an error message!

If you are able to download an item to your device, but can't open it, it usually means there's a problem with the file itself. To fix this problem, try the following steps.

IF YOU ARE USING THE OVERDRIVE APP ON AN ANDROID or iOS DEVICE:	IF YOU ARE USING A KINDLE DEVICE:	IF YOU HAVE TO MANUALLY TRANSFER BOOKS TO YOUR DEVICE, or IF YOU ARE USING THE 3M LIBRARY APP:
1. Click on the **Home** menu (icon in top-left corner of the app), then select **Files**. 2. Locate the item that you are having trouble with, then select **Delete All** . 3. Click on the **Home** menu, then select **Settings--> Delete app cookies** 4. Go back to your Overdrive App bookshelf; the item itself should still appear there, but you will need to re-download it.	1. Make sure you are connected to a Wi-Fi network 2. From **Home** on your Kindle, click **My Library**, then click the **Downloaded** tab. 3. Press and hold the title of the book that you are having trouble with, then click **Delete This Book**. 4. Click the **Menu** icon (three vertical dots), click **Settings**, click the **Menu** icon again, then click **Restart**. 5. After your Kindle restarts, click the **All** tab and then click on the item's cover to re-download it.	1. Plug your device into the computer 2. Go to **My Computer**, then double-click on your device. 3. Find the folder in which your e-books are stored (generally called **Digital Editions** or **Downloads**). 4. Locate the item that you are having trouble with, and delete it from your device. 5. If you are using *Adobe Digital Editions*, you will also need to delete the book from there by right-clicking on its cover and selecting **Remove from Library.** 6. Re-download the book and transfer it to your device